

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION OF HOME ENERGY)
ASSISTANCE PROGRAMS OFFERED BY) CASE NO. 2019-00366
INVESTOR-OWNED UTILITIES PURSUANT TO KRS)
278.285(4))

NOTICE OF FILING

Notice is given to all parties that the following materials have been filed into the record of this proceeding:

- The digital video recording of the evidentiary hearing conducted on February 25, 2020 in this proceeding;
- Certification of the accuracy and correctness of the digital video recording;
- A written log listing, inter alia, the date and time of where each witness' testimony begins and ends on the digital video recording of the evidentiary hearing conducted on February 25, 2020.

A copy of this Notice, the certification of the digital video record, and hearing log have been served upon all persons listed at the end of this Notice. Parties desiring to view the digital video recording of the hearing may do so at https://youtu.be/0r_mA31GkRI.

Parties wishing an annotated digital video recording may submit a written request by electronic mail to pscfilings@ky.gov. A minimal fee will be assessed for a copy of this recording.

Done at Frankfort, Kentucky, this 9th day of June 2020.



Kent A. Chandler
Executive Director
Public Service Commission of Kentucky

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

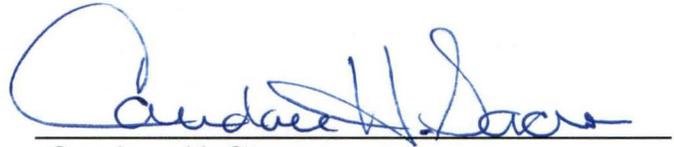
ELECTRONIC INVESTIGATION OF HOME)	
ENERGY ASSISTANCE PROGRAMS OFFERED)	CASE NO.
BY INVESTOR-OWNED UTILITIES PURSUANT)	2019-00366
TO KRS 278.285(4))	

CERTIFICATION

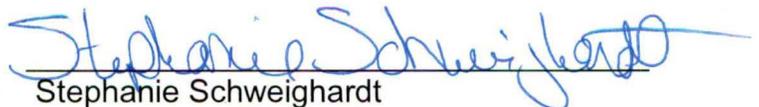
I, Candace H. Sacre, hereby certify that:

1. The attached DVD contains a digital recording of the Formal Conference conducted in the above-styled proceeding on February 25, 2020. The Formal Conference Log is included with the recording on February 25, 2020;
2. I am responsible for the preparation of the digital recording;
3. The digital recording accurately and correctly depicts the Formal Conference of February 25, 2020; and
4. The Formal Conference Log attached to this Certificate accurately and correctly states the events that occurred at the Formal Conference of February 25, 2020, and the time at which each occurred.

Signed this 22nd day of May, 2020.



Candace H. Sacre
Administrative Specialist III



Stephanie Schweighardt
Notary Public State at Large
Commission Expires: January 14, 2023
ID#: 614400



Date:	Type:	Location:	Department:
2/25/2020	Formal Conference	Hearing Room 1	Hearing Room 1 (HR 1)

Judge: Robert Cicero; Michael Schmit
Clerk: Candace Sacre

Event Time	Log Event	
8:59:20 AM	Session Started	
8:59:24 AM	Session Paused	
8:59:48 AM	Session Resumed	
8:59:51 AM	Vice Chairman Cicero Note: Sacre, Candace	Good morning, we're now on the record in Case No. 2019-00366, Electronic Investigation of Home Energy Assistance Programs Offered by Investor-Owned Utilities Pursuant to KRS 278.285(4).
9:00:05 AM	Via Presentation Deactivated	
9:00:10 AM	Vice Chairman Cicero Note: Sacre, Candace	My name is Robert Cicero. I'm Vice Chairman of the Public Service Commission, and with me today is Chairman Michael Schmitt. Commissioner Mathews couldn't make it today because of a prior commitment, but, of course, she will look at all the testimony and all the other information that's given in this.
9:00:25 AM	Vice Chairman Cicero Note: Sacre, Candace	This event will not be streamed live because it is a Formal Conference and not a Formal Hearing, but any testimony or evidence given during this process will be incorporated into the case, so, keeping that in mind, the purpose of today's Formal Conference is to discuss the parties' responses to requests for information submitted by Commission Staff and by the Attorney General.
9:00:52 AM	Vice Chairman Cicero Note: Sacre, Candace	If you have any cell phones, I suggest you either turn them off or set them to silent, which I should do as well, so when your turn is announced, counsel for the party and the party's witnesses should move to the front and take a seat, up here, at the counsel's table.
9:01:15 AM	Vice Chairman Cicero Note: Sacre, Candace	So, at this time, we'll have entry of appearance of counsel. You'll be called in alphabetical order. Please step to the microphone in the center of the aisle when called.
9:01:34 AM	Vice Chairman Cicero Note: Sacre, Candace	So, first is Columbia Gas of Kentucky.
9:01:45 AM	Atty Wancheck Columbia Kentucky Note: Sacre, Candace	Good morning, I'm Brooke Wancheck on behalf of Columbia Gas Kentucky. Business address is 240 West Nationwide Boulevard, Columbus, Ohio 43251.
9:01:54 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you, and do you have witnesses?
9:01:57 AM	Atty Wancheck Columbia Note: Sacre, Candace	Yes, we have Susie Durr and Judy Cooper, if needed.
9:02:00 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Community Action of Kentucky.

9:02:10 AM	Atty McCann CAK Note: Sacre, Candace	Good morning, my name's Roger McCann. I'm the Executive Director of Community Action Kentucky. We're located at 101 Birch Court, here, in Frankfort, Kentucky.
9:02:19 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Delta Natural Gas.
9:02:23 AM	Atty Greenwell CAK Note: Sacre, Candace	I just want to say, Karen Greenwell. I'm here as counsel for CAK.
9:02:26 AM	Vice Chairman Cicero Note: Sacre, Candace	Oh, thank you.
9:02:29 AM	Atty Braun Delta Note: Sacre, Candace	Good morning, Monica Braun from Stoll Keenon Ogden on behalf of Delta Natural Gas. My address is 300 West Vine Street, Lexington, Kentucky 40507. We have two witnesses, Ms. Jenny Croft and Denisa King.
9:02:45 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Duke Energy.
9:02:52 AM	Atty Honaker Duke Kentucky Note: Sacre, Candace	Allyson Honaker, Goss Samford PLLC, here for Duke Energy. We'll have three witnesses - Cindy Givens, Trish Haemmerle, and O.J. Wilson.
9:02:59 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Louisville Gas and Electric/Kentucky Utilities.
9:03:07 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	I am Allyson Sturgeon with LG&E and KU, and -
9:03:10 AM	Atty Judd LG&E/KU Note: Sacre, Candace	Sara Judd.
9:03:11 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	- and we have two witnesses today. We have Eileen Saunders and Tim Melton.
9:03:12 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Kentucky-American Water.
9:03:23 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	Good morning, Your Honor, Lindsey Ingram with Stoll Keenon Ogden in Lexington, Kentucky, 300 West Vine Street, Suite 2100, 40507. The Kentucky-American witness with us today is Susan Lancho, and also John Dillon is internal counsel for Kentucky-American, and he is here as well.
9:03:38 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Kentucky Power.
9:03:52 AM	Atty Overstreet Kentucky Power Note: Sacre, Candace	Good morning, Mr. Vice Chairman. Mark Overstreet, Stites & Harbison, 421 West Main Street, Frankfort, Kentucky 40601. I'm here on behalf of Kentucky Power Company. Our two witnesses are Brian K. West and Stevi Cobern.
9:04:10 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. For Commission Staff?
9:04:13 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Nancy Vinsel for the Commission. I also have other staff with us, Kabrenda Warfield, Mary Beth Purvis, and Keegan Arnold.

9:04:20 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	There's one issue that I wanted to raise that is relevant today. LG&E/KU has filed a motion to adopt testimony of Elizabeth McFarland, to have Ms. Saunders adopt that testimony. Because this is a Formal Conference, we can't rule on it, but there is an Order pending that will be out this week, and that should not be a problem to have Ms. Saunders testify to Ms. McFarland's testimony today.
9:04:47 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you, Ms. Vinsel. I was going to ask if there was any motions out there, so that takes care of that. Are there any other motions? That's it?
9:04:55 AM	Vice Chairman Cicero Note: Sacre, Candace	Okay, so we'll proceed. We're going to have the counsel for the party introduce their witnesses, then staff will ask questions, then the Attorney General, and the counsel for the party may ask questions of the witness after that.
9:05:12 AM	Vice Chairman Cicero Note: Sacre, Candace	When you're called, I would request that you come to the front with your witnesses and then sit up here, and then we'll proceed with the question and answer session at that point.
9:05:23 AM	Vice Chairman Cicero Note: Sacre, Candace	First, I'd like to take Kentucky-American Water Company.
9:05:49 AM	Vice Chairman Cicero Note: Sacre, Candace	Good morning, Mr. Ingram.
9:05:50 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	Good morning. As I mentioned, this is Susan Lancho, the witness for Kentucky-American Water. She's the responsible witness on all the Data Responses that Kentucky-American has filed so far in this case.
9:06:00 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you.
9:06:05 AM	Vice Chairman Cicero Note: Sacre, Candace	Do you have questions?
9:06:06 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I do. Thank you.
9:06:09 AM	Asst Gen Counsel Vinsel PSC - Kentucky-American Note: Sacre, Candace	Good morning, Ms. Lancho. Can we start by you just providing a brief summary of Kentucky-American's HEA program, which I believe is H2O Help.
9:06:52 AM	Asst Gen Counsel Vinsel PSC - Kentucky-American Note: Sacre, Candace	From a previous case, we received testimony from you that there had been another administrator before Dollar Bill. Could you discuss what steps Kentucky-American took when you researched, looking for a different administrative agency?
9:08:06 AM	Asst Gen Counsel Vinsel PSC - Kentucky-American Note: Sacre, Candace	So it sounds like it was not as structured, say, as - an RFP would be too extreme, but it was not as structured as that? It was going out to other agencies, going internally within American Water, is that correct?
9:08:26 AM	Asst Gen Counsel Vinsel PSC - Kentucky-American Note: Sacre, Candace	Dollar Energy charges a percentage for administration fee, is that correct?
9:08:36 AM	Asst Gen Counsel Vinsel PSC - Kentucky-American Note: Sacre, Candace	And it's eight-point-seven-five percent?

9:08:39 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Then there's also a five-dollar- per-application paid to, I'm just going to call them, the front-line agencies that actually accept the applications, is that -

9:08:52 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Could you explain in greater detail how the - no. Let me take a step back. I understand that Dollar Energy develops its own budget for administration, and then Kentucky-American and the other utilities that use this weigh in. Could you describe that process?

9:09:16 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Perhaps, I'm incorrect. I thought that Dollar Energy developed an overall budget, and then the utilities evaluated that budget. Am I incorrect?

9:10:01 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Okay. Thank you for clarifying. The fee that Kentucky-American pays to Dollar Energy for administrative fees is one of the lowest fees, if not the lowest fee, that we've been looking at. Is there a particular reason that would cause the administrative fee for Kentucky-American's program to be lower?

9:10:52 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Given your answer, and I am reluctant to ask you to speculate, but I think I'm about to do it. Dollar Energy is a national nonprofit, correct?

9:11:01 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Is there some economies of scale, would you say, from that, or, perhaps, not really?

9:11:11 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace But it would be just speculation? You really haven't looked into that?

9:11:20 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace The income eligibility guidelines for the H2O Help to Others programs, what is that amount?

9:11:34 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace And how did Kentucky-American determine that eligibility range?

9:12:49 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace When you say that Dollar Energy said that was not an uncommon practice, you need to increase the income eligibility in order to address the (inaudible)?

9:13:20 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace In the interest of fairness, I do need to point out that, as a shareholder program, your HEA program, unlike the other utilities, does not have to come before the Commission to get approval.

9:13:41 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Two last questions for you. Does Kentucky-American consider forgiveness of arrears in concert with the HEA Program?

9:13:55 AM Atty Ingram Kentucky-American
Note: Sacre, Candace I don't think so, Ms. Vinsel. Not that I'm aware. We can check on that, if you'd like, and we can file a supplemental DR, if one fits, or we could bring that answer to you at the Formal Hearing next month, whatever you'd prefer, but I don't think so.

9:14:11 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace At the Formal Hearing will be fine.

9:14:19 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Is there any forgiveness of late fees that is tied in to the HEA Program?

9:14:28 AM Asst Gen Counsel Vinsel PSC - Kentucky-American
Note: Sacre, Candace Or waiving of late fees?

9:14:34 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	We'll check on that as well. Now, it may be, Ms. Vinsel, that, as I understand it, and Ms. Lancho will correct me if I misspeak, but my understanding is that, for a customer that is approved for the assistance under Kentucky-American's program, the end result of that is a credit on their bill, and so, to the extent late fees or arrears get eliminated as a result of that credit, that can happen. Does that sound right, Ms. Lancho?
9:15:07 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	But I don't think it's specifically directed at any one piece of money that is owed by the customer. It would just wipe out up to \$125 per year for that particular customer, but we'll confirm all that and be ready at the hearing, if that suits.
9:15:21 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	That is fine.
9:15:23 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I'm going to quickly ask my team.
9:15:33 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Staff does not have further questions.
9:15:34 AM	Vice Chairman Cicero Note: Sacre, Candace	Mr. McNeil?
9:15:36 AM	Asst Atty General McNeil Note: Sacre, Candace	Good morning, Vice Chair. Justin McNeil and John Horne on behalf of the Attorney General's Office. I have no questions for this witness.
9:15:43 AM	Vice Chairman Cicero Note: Sacre, Candace	Chairman Schmitt?
9:15:44 AM	Chairman Schmitt Note: Sacre, Candace	Nothing other than I appreciate Kentucky-American's effort in view of the fact there's no DSM program that applies and that, basically, you determined to do that on a voluntary basis. I assume that there's a benefit to Kentucky-American to do this program in terms of basically helping collections or reducing defaults. Is that essentially correct?
9:16:34 AM	Chairman Schmitt Note: Sacre, Candace	Well, thank you and thank Mr. Ingram and Kentucky-American, in general, because you didn't have to participate, and, at our request, you are participating, and we appreciate that.
9:16:43 AM	Chairman Schmitt Note: Sacre, Candace	Nothing further.
9:16:45 AM	Vice Chairman Cicero Note: Sacre, Candace	I don't have any questions. Mr. Ingram, do you have any questions you want to ask of your witness?
9:16:49 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	No.
9:16:50 AM	Vice Chairman Cicero Note: Sacre, Candace	Are there any other questions?
9:16:52 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	No further questions.
9:16:53 AM	Vice Chairman Schmitt Note: Sacre, Candace	Okay. Thank you for Kentucky-American's appearance. We appreciate it.

9:16:57 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	What's the Commission's preference on our attendance for the rest of today's Formal Conference, Your Honor? We're happy to stay. If you want us to be here to listen to the other utilities, that's fine.
9:17:09 AM	Vice Chairman Cicero Note: Sacre, Candace	I don't think you have to stay. If you prefer to go, you're more than welcome to leave.
9:17:12 AM	Atty Ingram Kentucky-American Note: Sacre, Candace	Okay. Thank you.
9:17:23 AM	Vice Chairman Cicero Note: Sacre, Candace	Next, we'll talk to Kentucky Power.
9:18:02 AM	Vice Chairman Cicero Note: Sacre, Candace	Good morning, Mr. Overstreet.
9:18:03 AM	Atty Overstreet Kentucky Power Note: Sacre, Candace	Good morning, Mr. Vice Chairman and Mr. Chairman. Mark Overstreet for Kentucky Power Company. Appearing with me, here, today are Ms. Cobern, on my far left, Ms. Cobern is the Customer Services Coordinator for Kentucky Power, and, to my immediate left is Mr. Brian West, Mr. West is the Director of Regulatory Service for Kentucky Power Company, and both are located in the company's Ashland office.
9:18:30 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you.
9:18:32 AM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel?
9:18:33 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you, Vice Chair.
9:18:35 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Good morning. If it's okay with you, I'm just going to put a question out there, and whichever one of you thinks you can best respond, I think that might move this along quicker than me trying to ask one or the other and having to go back and forth.
9:18:50 AM	Atty Overstreet Kentucky Power Note: Sacre, Candace	That's fine, as long as they don't arm wrestle over it.
9:18:53 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Oh, please, don't do that, and that applies throughout the rest of the day. No arm wrestling, too, but also I will just offer a question, and whoever -
9:19:05 AM	Chairman Schmitt Note: Sacre, Candace	Just one suggestion, whoever responds, identify yourself by stating your name so that the record will reflect who you are.
9:19:13 AM	Atty Overstreet Kentucky Power Note: Sacre, Candace	Thank you, Mr. Chairman.
9:19:18 AM	Asst Gen Counsel Vinsel PSC - Kentucky Power Note: Sacre, Candace	Whichever one wants to take this, could you briefly describe Kentucky Power's HEA programs?
9:20:51 AM	Asst Gen Counsel Vinsel PSC - Kentucky Power Note: Sacre, Candace	If an - let me make sure I understand this, is THAW available only to Kentucky Power customers who are also receiving the LIHEAP crisis subsidy?
9:21:16 AM	Asst Gen Counsel Vinsel PSC - Kentucky Power Note: Sacre, Candace	And the donation part, that comes completely from customer donations? Tell me about the funding for each of the three programs.

9:22:09 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Thank you. In one of your Data Responses, there was a reference to the fact that Kentucky Power had met with Community Action Kentucky, and, for ease, I will refer to them as CAK, and, also I will also be clear that Community Action Council of Lexington-Fayette, Bourbon, Harrison, and Nicholas counties, I will call them CAC, and I will make a point of striving to distinguish between the two.

9:22:42 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So, having said that, when Kentucky Power met with CAK to discuss the HEA programs, could you describe what started that process and what came out of the process?

9:22:59 AM Atty Overstreet Kentucky Power
Note: Sacre, Candace Ms. Vinsel, just by way of verification, I think there were a number of meetings. Is this the one that preceded the most recent Kentucky Power filing, or was it the one that preceded the 2018 filing, or - we want to be as responsive as possible, and we don't want to mislead you or the Commission.

9:23:19 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace No. I appreciate that very much. I know, in the Response, it was not - I'm aware that there were these meetings. Let me take a step back- let me ask a more general question.

9:23:35 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Did you, at some point in time, approach CAK to get their feedback on revisions to Kentucky Power's HEA programs?

9:24:30 AM Vice Chairman Cicero
Note: Sacre, Candace May I ask a quick question?

9:24:32 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace So what's the definition of a poor performing program?

9:24:44 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace Okay, so the definition is funds unspent?

9:24:47 AM Vice Chairman Cicero
Note: Sacre, Candace Thank you.

9:24:49 AM Vice Chairman Cicero
Note: Sacre, Candace Sorry. Go ahead, Ms. Vinsel.

9:24:59 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So, as a result of those conversations with CAK, Kentucky Power changed some of the eligibiilty requirements? And what changes were made?

9:25:50 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace There are a couple of things I want to explore from that. What were the benefits for dropping enrollment in the budget plan? Talk a little bit about the benefits of that, if you can, and let me throw this out that one of the things that we have heard is that there is a hesitancy for customers to sign up for a budget plan, in general, because, even though the bill payment will be consistent across the year, there is that true-up bill, and, for some customers, that's a difficult amount. That is the informal feedback we've received, so did that play into any part of the reason why Kentucky Power revised and removed the requirement to enroll in the budget plan?

9:27:25 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace The weatherization requirement is another piece, and let me also jump back and say that we've heard testimony in other proceedings that the weatherization requirement can create a barrier because, for some customers, for whatever reason, the conditions of the house, that they don't meet requirements to have, like, DOE weatherization, and that creates then a barrier to receiving the HEA assistance, so could you talk about why that weatherization requirement was dropped?

9:29:52 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I very much appreciate this. This is the kind of information - we tend to hear different information, and getting this information from you today is very helpful for us, and I thank you very much. I don't know if we would have gotten it strictly through a Data Request, so thank you.

9:30:08 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I think we all on the team have the same question, here. How does it work, providing assistance to someone who's a resident in the house but the account is not in their name. Can you give me some examples of how the logistics work?

9:31:29 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So is that assistance then tied to a service address so that you can monitor how much assistance is going to a particular service address?

9:31:49 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I'm sorry. As soon as I asked that follow-up question, I realized it answered itself. Thank you.

9:32:39 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Were there other recommendations - well, I don't want to get too lengthy on this, but were there other recommendations that CAK made that you did not implement? And, if nothing comes to mind, I can understand.

9:33:43 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Is it correct that Kentucky Power holds quarterly meetings with CAK to discuss the HEA programs?

9:34:42 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Is that something that Kentucky Power had done before that, that kind of one-on-one training?

9:35:37 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace And this position then is a fairly new position to have that primary point of contact?

9:35:46 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace And, prior to that, tell me the administrative point of view. Prior to that, was it more in the customer service management and then the customer service representatives, or can you speak to that? I'm just intrigued by that change what was before.

9:37:15 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Is it correct that the administrative fee for HEART is a seven-percent administrative fee, but for THAW it's a ten percent administrative fee?

9:37:29 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Can you explain the differences in the fees and why they're -

9:37:46 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Seven percent versus ten percent, the different percentages for the administrative fee?

9:39:36 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace Can I ask a quick question? So you said it's up to seven percent and up to ten percent, correct?

9:39:45 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace Has it ever been less than seven percent or ten percent in each of the programs?

9:39:55 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace Okay, so there's some basis that CAK or CAC says, "We don't think our costs are that high," so the charge is less, or how does that work?

9:40:52 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace Just one other question. It's ten percent because it's a new program, right?

9:41:01 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace Will that change after you establish some kind of record?

9:41:22 AM Vice Chairman Cicero
Note: Sacre, Candace Okay, thank you. I'm sorry. Go ahead, Ms. Vinsel.

9:41:28 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace You actually answered a question I was going to ask, and that is, typically, even though this is a new program, is there a difference in administrative costs for a recurrent benefit program like HEART versus a crisis program? Other than the fact that THAW is a new program, do you have any other numbers that would indicate that one or the other has a higher administrative cost inherently? And it's okay if the answer is no.

9:42:03 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I think the answer is no.

9:42:22 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Thank you. Do you have copies of Kentucky Power's Responses to Data Requests in front of you?

9:42:27 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Can I have you turn to - it was Commission Staff's Second Request. It was Question 3, and it was Attachment 1, and what I'm looking at is the Castanet Report for the HEART overview. Are you there?

9:43:09 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I know that some of this was touched upon, I think, both by CAK in some Responses and by Kentucky Power, but I want to be clear that I understand. Let's start under the Big Sandy heading, Floyd County, where the column's All Electric and Baseload, and then, within there, there's a column Allocated, Used, and Unused. Do you see that?

9:43:45 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So it looks like for Floyd County, I'm guessing, 123 slots were allocated for customers in Floyd County. Only nine were used, and 114 were unused, and, similarly, under Baseload, 59 were allocated, and none were used. That pattern plays out, and I wondered if you could speak to that because I'm particularly intrigued how the monies are allocated across the counties in Kentucky Powers footprint and if there's an explanation for that difference between what was allocated and then what was ultimately used, and I know this is a multiple question, and I'll break it back down, but I wanted to let you know where I was going.

9:44:35 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace How much of this is advertising, getting the word out? How much is some other barrier? So, if you could, let's just look at Floyd County. Can you speak to that difference between what was allocated and what was used for hard slots?

9:46:54 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace And that's across all of the areas that have been identified, the 95 percent? I mean, as Ms. Vinsel pointed out, if you look at the Big Sandy, the percentage was extremely low, but then if you look at the other areas, most of them are close to a hundred percent full, so now that's been -

9:47:29 AM Vice Chairman Cicero
Note: Sacre, Candace Thank you.

9:47:30 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Without putting words in your mouth, what I'm hearing is part of this was, you know, the issues from the first year and that Kentucky Power saw the numbers and went in and had a course correction, if you will, sought out CAK's assistance, and reframed the program to better meet the needs. Is that a fair assessment, or am I being generous?

9:48:48 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace But just to ask very briefly about the advertising, how is the advertising designed in terms of something that goes out to the entirety of Kentucky Power service territory versus something that is county specific?

9:51:13 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Sorry, I have to make a note to myself to follow up with CAK on something. Is there any forgiveness for any of the arrears for any of Kentucky Power's HEA programs or similarly waiving of late fees as part of those programs?

9:52:01 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace And the HEART program has prioritization factors. Did CAK assist you in developing those factors, or did CAK develop those factors, the prioritization factors that take household size, income?

9:53:05 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace One of the questions that we asked all of the utilities was considering dropping a requirement for applicants to apply for LIHEAP in order to be eligible, and this is more of a logistical question, and it may be CAK who can answer, and, if so, please let me know. Kentucky Power had discussed modifying the LIHEAP requirement to require enrollment in LIHEAP only if the funds were available, so, in terms of logistics, how would an HEA applicant know whether or not LIHEAP funds are available?

9:54:30 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace It's really we're looking at - I think of this as flow cart decision making, you know, and it would be the decisions would be in the realm of the front-line agency who's aware of the information. Would that be correct?

9:54:57 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I have some questions about two of the Requests in the Third Data Request. In one case, we asked for data about service termination. I've distributed to the Commissioners as to each utility a copy of a spreadsheet that Staff compiled that uses the information provided by the utility in that Data Request but also plugs in customer information from the annual reports filed by that utility.

9:55:37 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace To start with, when Kentucky Power provided the information, it's tied to the HEA applicants only. We're going to have a post-hearing data request where we ask Kentucky Power to go back, rerun these numbers, but to give us, and this will be in writing, so you don't have to memorize it now, what we'd like to see is information about the service termination notices and service termination residential customers only and termination for residential customers nonpayment only. I suspect that there are probaby reasons customers are service terminated that have other to do with nonpayment, such as tampering with the meter, so, just to let you know, that will be coming out.

9:56:36 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace KENTUCKY POWER SERVICE TERMINATION NOTICES RESIDENTIAL ONLY AND RESIDENTIAL NONPAYMENT ONLY

9:56:38 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Now, I know that Kentucky Power said they had an issue that some of that - we had requested five years of data, and I believe three years has been archived. Am I correct? I'm going to look at Mr. Overstreet or Mr. West?

9:57:10 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Would it be possible for Kentucky Power to provide those three years by the date that - is March 6th still acceptable? Let me go ahead and make sure that we have that date.

9:57:26 AM Vice Chairman Cicero
Note: Sacre, Candace Yes, we're going to look for a post-hearing data request to be issued by February 26th, is what I'm going to propose, and then any responses by March 6th.

9:57:36 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So would it be possible for Kentucky Power to provide, of course, that information for three years by March 6th but obtain the archived information for those last two years by the hearing data, which is March 17th?

9:58:47 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace I'm just wondering if there's a way to do a query on the system. I'm not familiar with what Kentucky Power systems are, but, typically, on a request like that, I would think that your IT department would go in and run a query that specifically looked into the database. I don't know what you're going to do, but -

9:59:15 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace I would suggest that you make an attempt, and then once you talk with your IT people or whomever it is who's going to try to run the query or mine the data, that you let Ms. Vinsel know. If you believe it's going to be impossible, we're going to want to know that as soon as possible and the reason why it's not possible.

10:00:11 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace It may also provide a basis for understanding how successful the program is, if you go back and look at the past data and then the current data shows that the program has filled their slots, distributed the funds, and the program is much more successful. I mean, that's a success story for Kentucky Power. That's my only comment.

10:00:41 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace And let me echo what the Vice Chair said for this team. The HEA programs have several goals, but one of them is to reduce bad debt to reduce disconnections, so this information is important to us and, particularly, in the case of Kentucky Power, where you've made these changes in response, so it's very helpful for us to look at that information and give us a sense, wouldn't you say - I'm looking around at my team - that that's correct?

10:01:13 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So that's why we very much want to see the data. We're really not asking you for it just to ask you. It is something that we very much want to see, and it lets us compare Kentucky Power across all utilities.

10:01:28 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace And, with that, let me see if I can - I may need some assistance from our IT team.

10:02:02 AM Via Presentation Activated
10:02:44 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace Okay, I do not have this in front of me. I'm using this for an example, and this is a question I'm going to be asking all the utilities. Again, this is a Response to another Request in the Third Data Request, asking for average bills, all customers, residential customers, customers who received HEA assistance, LIHEAP programs, so we've noticed - what we want to know is when these average bills, this number, was calculated, for example, for customers receiving LIHEAP benefits, is that - it's on row 19, the \$152.89 - was that figure calculated before or after the LIHEAP benefits?

10:03:52 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace And so, when you look at all residential customers, an average bill of roughly \$123, the LIHEAP being considerably more, can you tell us?

10:04:48 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace So Staff does not have any further questions at this time, and, again, if you have a question about the post-hearing data request, please feel free to email me. That's a procedural question, and Staff can assist you with that. We want to make sure we get all the information we need before the hearing.

10:04:50 AM Via Presentation Deactivated
10:05:08 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace But, again, what we're going to be looking for is the service termination information for only the residential class and only for residential customers who were terminated for nonpayment or received a notice for nonpayment.

10:05:27 AM Vice Chairman Cicero - Kentucky Power
Note: Sacre, Candace And you will receive the request in writing so that you'll at least have the initial instructions on what Staff is looking for, and I think what Ms. Vinsel is referring to is, once you receive that request and you still have questions, she's requesting you please contact Staff so that, by the time the hearing occurs on the 17th-18th, 18th-19th, I'm not sure which, of March, that we have all the information we need.

10:05:55 AM Vice Chairman Cicero
Note: Sacre, Candace Mr. McNeil?

10:05:56 AM Asst Atty General McNeil
Note: Sacre, Candace Very briefly.

10:05:58 AM Asst Atty General McNeil - Kentucky Power
Note: Sacre, Candace You spoke about changes made in the second year of this new program, and you said that as far as HEART slots, 95 percent of those are now filled. Can you also tell me about the unexpended funds? Are you in progress to see a better result as far as success in whether your funds are all expended at the end of the program year?

10:06:30 AM Asst Atty General McNeil - Kentucky Power
Note: Sacre, Candace Not about slots, in particular. Unexpended funds of all the programs, total. You sort of mentioned this as a success metric, and then you had so many unexpended funds in the first year of the program, you made all these changes. Slots are one thing that has been better. Are you on track to also have less expended funds, and how successful are you in that area now?

10:07:20 AM Asst Atty General McNeil
Note: Sacre, Candace No further questions.

10:07:23 AM Chairman Schmitt
Note: Sacre, Candace I have a few.

10:07:25 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace Insofar as, I guess, making customers aware of the benefits of the program, I've noticed in some of the local newspapers in Eastern Kentucky advertisements that the programs were available and where to go to sign up. Is that something that Kentucky Power does or CAK is responsible for?

10:08:16 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace I mean, is this something though, I'm asking, that Kentucky Power does, something you pay for, or the newspapers are notified, and then they determine whether the advertisement or the notice is provided to the public?

10:08:32 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace Let me be specific. In January, I get, as a result of another case, I personally get The Mountain Citizen in Martin County every week, and there was a nice, maybe not quite a quarter page ad but a large ad, advertising the Kentucky Power low-income assistance programs for, I assumed it was for, the 2020 year maybe going forward, and I didn't know if that was something, an advertisement, that was placed in the paper by Kentucky Power or CAK or whether the paper just happened to run it on its own?

10:09:28 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace Okay, but I guess the question is, is it basically Kentucky Power, I'm just asking, Kentucky Power, part of the notification to the public is providing advertising either on the radio, television, newspaper, some form of communication, your web site, on the bills. I'm a Kentucky Power customer as well as a KU, so I get a Kentucky Power - and I know there are things in your billing.

10:09:58 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace I don't know if I can ask this question properly or not. Maybe I misunderstood how the program works, but, in the event there are a number of people, say, in Pike County or Floyd County who apply for benefits under the program and if there are more people who apply than there are funds available, how is the determination made as to who gets the benefits?

10:11:17 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace This is the only - why I ask the question, I just wondered, it was my impression, in reading through the programs in maybe past years, that ultimately someone at Kentucky Power made the decision as between two or three people who received the benefits. Is that incorrect?

10:12:10 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace And I was interested, I guess, in the quota system that I guess most investor-owned utilities have which assigns the number of slots available or number of customers available for the low-income assistance programs on a county basis that, in turn, is based upon the number of customers or percentage of customers in each county across the service territory, correct?

10:12:43 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace Now, I noticed here - I've been looking at this for a couple of years - that in some of the counties, basically, the programs are of no benefit at all because no one uses them or a few people, as opposed to just looking at this chart, which I hadn't seen before this morning, the Upper Kentucky River area has, except for Letcher County who two people weren't - there were two slots that weren't used. All of the other areas, Big Sandy and, I guess, Middle Kentucky River, I mean, Breathitt had 50 allocated and one used, Johnson County, we had 60 allocated and 21 used, and I guess the question that I had is, what do you feel is responsible for the lack of participation in some counties as opposed to others? If not now then in the past, if you've ever thought about it?

10:14:43 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace I didn't know. I just suspect that that probably is a problem that exists statewide in terms of these heating assistance programs. I, personally, have called people at some of these local Community Action programs and asked them to explain HEART and THAW and have not been satisfied they understood what the programs were, but maybe that was for last year, and I'm sure any time you have a new program that's a problem.

10:15:21 AM Chairman Schmitt
Note: Sacre, Candace But I say this for the crowd because I noticed in maybe 2010, '11, '12 a management audit was done of Louisville Gas & Electric and KU's programs, and the same thing was found then where although most of the customers, the vast majority of the people or the greatest number who were eligible were in Fayette County, Fayette County got even more than its allocated number because more people there signed up, and the further you got from Lexington fewer people apparently signed up for the program, and I just assume it was because there was some failure in communication or in action working to get these people signed up, which I think is an issue at some point maybe not that you're responsible for but where in the program we need to see that everyone has the same opportunity.

10:16:21 AM Chairman Schmitt
Note: Sacre, Candace So, at some point, I guess maybe CAK can address it, but I think the Commission needs to see, going forward, that there's a maximum effort made to see that people in outlying areas also have the same opportunities and are given the same incentives to basically take advantage of the program.

10:16:48 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace I notice that in your program you have provisions for an audit, an audit, I guess, of CAK or the programs that are being administered. Has Kentucky Power ever basically had an audit done of CAK?

10:17:26 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace But has CAK provided an audit annually, or is that something that is only provided once Kentucky Power requests that audit?

10:18:13 AM Chairman Schmitt
Note: Sacre, Candace Okay, I have no further questions.

10:18:15 AM Vice Chairman Cicero
Note: Sacre, Candace Mr. Overstreet, do you have any questions?

10:18:17 AM Atty Overstreet Kentucky Power
Note: Sacre, Candace Just a couple, Your Honor.

10:18:32 AM Atty Overstreet Kentucky Power
Note: Sacre, Candace Isn't it true that during the initial enrollment period for the HEART program the local Community Action agencies receive the application in a pre-prescribed order?

10:19:33 AM Atty Overstreet Kentucky Power
Note: Sacre, Candace And then the - you indicated that, and I think it's in response to Staff 2-2, the local Community Action agencies apply the factors and the weighting set forth in there to rank the applications, is that correct?

10:19:57 AM Atty Overstreet Kentucky Power
Note: Sacre, Candace If I were lucky enough to apply with my last name always in the middle, never the case, but if my application were taken first, would I be assigned a slot prior to somebody whose application was taken last, or do they hold all the applications and then rank them?

10:20:51 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace So it's not just first come first served? I'm the first guy to apply, and I get approved, and if Mr. Overstreet's name is Zelensky or something, he's out, right?

10:21:11 AM Atty Overstreet Kentucky Power
Note: Sacre, Candace That's all I have. Thank you.

10:21:13 AM Vice Chairman Cicero
Note: Sacre, Candace Any other questions?

10:21:16 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Just one, very briefly.

10:21:18 AM Asst Gen Counsel Vinsel PSC - Kentucky Power
Note: Sacre, Candace I think I want to distinguish the system that Kentucky Power has set up from LIHEAP. Is it correct that with LIHEAP when you make appointments, they are based on your last name, and if you have the misfortune of having a name at the end of the alphabet, you're likely to not receive funds, is that correct?

10:21:52 AM Chairman Schmitt - Kentucky Power
Note: Sacre, Candace I'd like to ask one more, and then I guess this may be a hearing question, but I know Kentucky Power, I guess, is a winter-peaking utility, and I noticed that in your program, as opposed to some of the others, you don't have an air conditioning program, but it goes through more winter months. Could you explain that and why you made that decision or somebody made that decision?

10:23:30 AM Chairman Schmitt
Note: Sacre, Candace Thank you. I don't have anything else.

10:23:34 AM	Vice Chairman Cicero Note: Sacre, Candace	Okay. You may be excused, and any post-hearing data requests will come in writing, and, as I said, the dates are - they'll have it out by February 26th, and they're looking for responses by March 6th, and if there's any issues, please contact Ms. Vinsel.
10:24:04 AM	Vice Chairman Cicero Note: Sacre, Candace	We're going to take a break until 10:35, and the next one that will be up will be LG&E/KU, so when we come back, if, Ms. Sturgeon, you can be up here at the front, we'll start with you, so we're in recess.
10:24:17 AM	Session Paused	
10:24:19 AM	Session Resumed	
10:24:22 AM	Session Paused	
10:36:26 AM	Session Resumed	
10:36:27 AM	Vice Chairman Cicero Note: Sacre, Candace	We're back on the record, and, now, we have LG&E/KU. Ms. Sturgeon, do you want to -
10:36:36 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Allyson Sturgeon and Sara Judd, appearing on behalf of LG&E and KU. Today, we have two witnesses, Eileen Saunders, who is our Vice President for Customer Service, she was named to that position at the beginning of this year, and then we also have Tim Melton, who is our Manager of Customer Commitment.
10:36:51 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Ms. Vinsel?
10:36:56 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you.
10:36:59 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	Again, I'm just going to direct a question in general, and if you'll identify yourself when you answer it, we'll (inaudible).
10:37:10 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	I'd like to start with a discussion of LG&E's HEA programs, if you don't mind to talk about all of the programs including the crisis program which I know is funded only by shareholder funds, but if you don't mind to discuss all of LG&E's and then KU's.
10:38:31 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Just to clarify, Winterhelp and WinterCare are both shareholder and voluntary customer.
10:38:44 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	Let's start with the program administered by AEC. Can you describe that? I believe that one, it's - All-Seasons Assurance Plan is the program's name?
10:38:56 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	And it's a recurring benefit?
10:39:24 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	And I apologize. I am looking at you. I'm looking down to write to make sure I capture a few things.
10:39:32 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	If there are any questions that I ask that you want to defer to AEC, please let me know.
10:39:41 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	The tiered - are those based upon particular factors such as - well, are they based on particular factors?

10:40:39 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And is it the case that someone is participating, let's say, this year, is automatically, if they're eligible, is the first group of people to be considered for the next year's program? I'm not saying that artfully, and I apologize.

10:41:33 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace For the persons who are not eligible, do you receive information from AEC that tells you the reasons, not necessarily tied to a particular applicant, but the general reasons why someone is not eligible?

10:42:38 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And you may be guessing where I'm going with this. I was wondering if, even though those are informal discussions, do they have any impact on any future considerations of eligibility requirements?

10:43:45 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And I'm going to jump around a little bit because you're leading into some areas that I'd like to ask questions about, so I'll go back and look at each program uniquely, but I wanted to explain to you I'm skipping around a little bit.

10:44:03 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Because you provided copies of the contracts between LG&E/KU and the respective administrative agencies, and I see that there are regular reports, regular meetings, and it sounds like it's very much a two-way relationship in that Mr. Melton is on the board or - no. You attend, I'm sorry, you attend the board meetings?

10:44:27 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace So could you talk a bit about the type of information you get formally and the frequency of that? In looking at formal, it sounds like you have a lot of informal contacts. I'm thinking of formal contacts.

10:45:30 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace When you talked about county allocation, and I'm thinking, right now, just of LG&E, are the allocations based on the number of LG&E customers in an area or -

10:45:50 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And I believe there are also - is it the case - maybe I'm thinking of Kentucky Power, but are there quarterly meetings between LG&E -

10:46:37 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Let me jump into the money for, I'm going to call them, ACM, and it's for the community ministeries, and is this correct? This is completely shareholder funds and, excuse me, and some donations? Is that the case, or no?

10:47:08 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And this is primarily - well, strictly a crisis? And I should explain. Recurring benefit may not be the appropriate way to describe it, but we look at the crisis HEAs that are basically one time as opposed to something more like the AEC program where there is a certain amount, you know what the benefit's going to be, and there's certain frequencies during the year you're eligible. Is that a fair assessment?

10:48:03 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And I'm thinking here just of the monies that go to ACM. If someone is receiving a disconnection notice, is there any additional information on the bill that perhaps they might reach out to their community ministry to see about funds?

10:48:33 AM Exec Dir Chandler PSC- LG&E/KU
Note: Sacre, Candace And, when you say on the bill, do you mean the brown bill or each individual bill that is a recurring bill each month?

10:48:49 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And, to be clear, the brown bill is the disconnect notice?

10:48:55 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace And, for housekeeping purposes, I'd also like to introduce Kent Chandler.

10:49:13 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Can you explain what Community Winterhelp is?

10:49:50 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And does Community Winterhelp provide financial assistance?

10:50:01 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Sort of an accounting question about both of those, so for, let's do Winterhelp first, (inaudible), so with Winterhelp, you said it's, like, we'll say, people call them round-up or whatever they may be, but part of it is customer donations, and the rest of it is matched by a dollar-to-dollar match by LG&E, correct?

10:50:22 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And so that money, other than the administrative cost associated with it, which I think the record already reflects what that amount is, other than administrative cost, that money stays with LG&E, right?

10:50:50 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Right, but it's used to pay bills, right?

10:50:53 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And so it just goes from - so it's foundation money, right, the match is? But the customer portion stays with the LG&E, right? And then those monies are just used to pay those bills, but they don't ever actually leave, I'm making it more simple here, an LG&E account?

10:51:33 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Okay, so that money actually goes out?

10:51:35 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And then a portion of it can be allocated for administrative cost, and then the money comes back after it's pledged to actually pay the bills?

10:51:41 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace On the grant, on the LG&E grant, that goes to ACM, is that done in the same way that Winterhelp is, or does that money stay with LG&E in the interim before it's actually used to pay bills?

10:52:06 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace There's actually a check written, and then the money comes back after it's pledged, and it's written back?

10:52:12 AM Exec Dir Chandler PSC
Note: Sacre, Candace Okay. Thanks.

10:52:25 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And, again, those programs are primarily driven by grants from shareholders, correct?

10:52:37 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Can you tell me a little bit more about WinterCare, the Winter Care program? And this is KU's HEA correct?

10:53:20 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And is WinterCare - just by the name alone, I'm guessing that this operates only during part of the year, is that correct?

10:53:46 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace I want to be very careful how I say this. This is not - let me say, WinterCare is not a crisis program; this is - there's a certain - I don't want to use the word "defined" benefit or "recurring" benefit, but there's a particular benefit that participants are eligible for, is that correct?

10:54:10 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace It is crisis?

10:54:38 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Is this a first-come/first-served program, WinterCare?

10:54:54 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And I will tell you that's what I was thinking, but I wanted to make sure that I wasn't presuming something that wasn't the case.

10:55:01 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace With WinterCare, you can only receive WinterCare if you've received a disconnect notice?

10:55:19 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And do you know how many days KU provides between the receipt or sending out of a disconnect notice and the actual disconnection?

10:55:32 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace About ten days, and is it ten business days or just ten total days?

10:55:38 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Just ten total days, so I'm just trying - so the expectation is that, and I'm just trying to understand, so that a person - is it ten days between it's sent out or when it is received?

10:55:50 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace From mailed, so you've got ten days from the day that it leaves, that it's mailed to go out, speak to the local Community Action Agency, get that money, and have it paid, and all within the ten days prior to disconnection?

10:56:05 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And is the company able to provide additional time if they know that there are conversations between the Community Action Agency and the person that has the disconnect notice, or is it a fairly firm date?

10:56:30 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And that's a conversation that's initiated by the Community Action Agency or ACM, in a certain instance, or can that be done by the customer, saying "I was just in there," or do you need direct contact with the administering agency?

10:57:03 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Okay, I just wanted to make sure the date of the mail is the date that -

10:57:19 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace I'm sorry. I'm looking through - there's some questions I have for AEC, so I'm trying to make sure I don't waste everyone's time.

10:57:25 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Let me ask about audits. When we asked about audits, I understand, with LG&E, it allocated the \$5,000 cost of the audit of AEC to LG&E's HEA Program, is that correct?

10:57:48 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And, for KU - because CAC and CAK are such bigger agencies, and they administer so many more programs, so of the audit costs for CAK and CAC, \$200 was allocated?

10:58:09 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace When audit costs are allocated, can you explain that accounting to me? Are the costs rolled into the administrative fees, or -

10:58:35 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Do you all glean any information from the audits? Do you all find them useful, or have you gathered information from them in the past that caused you all to ask questions or to do things differently or to try and change the program in any way?

10:59:01 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace So I guess you all get monthly updates, right, or quarterly updates and monthly updates, and then you get an annual audit?

10:59:15 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace So, if there's additional money that - I think it was brought up a couple of years ago with KU there was additional money that there was a confusion as to there was additional money, but there was concern about number of slots or whatever may be on the HEA side. Was that something that you all don't necessarily gather from the annual audits and the monthly reports, or was there just a disconnect on that single instance?

10:59:46 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace But, in those reports, you would see what that balance is at any given time?

10:59:57 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace In one of the Data Responses, you provided the administrative fees for various programs, and I'm going to go ahead and include ACM in this. Winterhelp has an administrative fee of the greater of \$12,000 or five percent of contributions, is that correct?

11:00:22 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And the ACM, Association of Community Ministries, grant is ten percent of that total grant?

11:00:33 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And then the WinterCare program is also - the administrative fee is ten percent of the total contribution, is that correct?

11:00:51 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Thinking about Winterhelp with that administrative fee, which is the greater of \$12,000 or five percent, it sounds like that could be less than the administrative fees for other programs, and I wanted to know what the reason was for that and whether or not it came out of a settlement agreement or if there was some other reason for it. Is it because it has a smaller period that it's in operation?

11:01:35 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And it does sound like its administrative fee is less than other programs. Is that because - is there a shorter time period that Winterhelp is in operation, and does that impact administrative fees? And if you all need to consult, that's okay.

11:02:16 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Thank you. I don't want to sound like we're nitpicking, but this is the kind of thing that helps us understand when we notice these things. We just want to try to get a general sense to help us in the long term in looking at the programs.

11:02:32 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace I appreciate that very much. From the last rate case that was before the Commission, LG&E and KU had committed to working with ACM and with CAC, and it was CAC, not CAK that was mentioned but CAC, to optimize the use of HEA and the shareholder funds, and can you tell me, have those meetings occurred and, if they have, what the outcome has been?

11:03:57 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace I'm going to break a rule here and just ask briefly about the comments that LG&E/KU filed. They were very detailed, and we will talk about them more at the hearing. I just wondered, in advance of the hearing, if you don't mind saying, how did LG&E/KU develop the program recommendations? Did you work with AEC, CAC, CAK, or can you just talk in general about those program recommendations?

11:06:01 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Also, also this is more of a comment than a question that I also know that LG&E provided a wealth of information in that last Data Request and Response, responding to CAK's recommendations and went through and gave us very robust information about the impact of the different recommendations, and, again, that was very helpful.

11:06:44 AM Via Presentation Activated

11:06:58 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace Okay. I'd like to start with this information about the average bill. Can you tell me, when LG&E and KU calculated the average bill, particularly for the customers receiving HEA and LIHEAP benefits, was the bill calculated before or after the benefits were applied?

11:07:36 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace We're intrigued by the numbers of what the average bills were for HEA or LIHEAP as compared to all residential customers.

11:07:54 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace So, when you all looked at this, did you all notice that for LG&E, as a general matter, LIHEAP customers have a lower bill, on average, than HEA customers but still higher than all, but then, for KU, HEA customers have a lower bill than LIHEAP customers but still more than residential customers?

11:08:24 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Do you all know what the overlap is between customers who receive LIHEAP and HEA in each one of those jurisdictions?

11:08:41 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace I guess what I'm asking, do you all have that data available?

11:08:57 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And we may ask for some clarifications on it just because I also am curious if the people who fall under (c), right, so, like, an individual whose averages on row 4, column E, Customers Receiving LIHEAP Benefits, right, is that a customer receiving only LIHEAP benefits or a customer receiving LIHEAP benefits but possibly also HEA benefits? Do you know if it's exclusive or inclusive?

11:09:45 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Would you all like us to pull up -

11:10:04 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace While we're doing this, let me ask you a couple of questions about the termination, the service termination, and it's not up there. This is the printout that we handed out earlier. I just have some clarification. In the information provided, does it include all customer classes or does it include only residential customers? Do you have a copy of it in front of you?

11:10:44 AM Asst Gen Counsel Vinsel PSC - LG&E/KU
Note: Sacre, Candace And that is what I thought, but I wanted to clarify, and do you know do you know, for the termination, is this limited only to termination for nonpayment, or does it include termination for other reasons?

11:11:12 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	We will be issuing a post-hearing data request, and what I will say to you is. if you discover that, in fact, the numbers you gave us were for residential customers only and termination for nonpayment, residential customers who had nonpayment only, then it's fine to just tell us that, and you don't have to provide it again.
11:11:35 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace	LG&E/KU TO VERIFY AVERAGE BILL INFORMATION FOR RESIDENTIAL CUSTOMERS NONPAYMENT ONLY
11:11:41 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	So this is the - you all talked about that original one that you added. I was just wondering if you all had any other comments regarding the LG&E and the KU numbers. I think it was pretty much copied based on that, and I wanted to make sure you all were comfortable with what we were talking about.
11:11:59 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	And so you all will be able to confirm whether or not the LIHEAP and the HEA whether those are just inclusive of all people who received LIHEAP in that time period?
11:12:20 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	We will just ask for that information. If you will just bring it to the hearing, that will be fine.
11:12:21 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace	LG&E/KU INFORMATION PROVIDED ALL CUSTOMERS RECEIVING LIHEAP BENEFITS OR CUSTOMERS RECEIVING LIHEAP BENEFITS BUT POSSIBLY ALSO HEA BENEFITS
11:12:29 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	So I have a couple of questions. If you don't know the answer, that's fine. We can ask or we can be prepared at the hearing to ask or whatever may be.
11:12:35 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	So my understanding of the portion - I forget what the program is, but we'll say the program administered through AEC. The purpose of it was to increase bill affordability for a certain subset of customers, right? Is that your all's understanding?
11:12:58 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	And the idea is that it sort of defined the affordability in that terms as percentage of disposable income after utility bills. Is that your all's recollection?
11:13:13 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	Okay, and so has that been readjusted in any given year based off of current bills after rate increases or usage changes or anything like that, or was that just determined at a single point and then it's updated based on the factors that are used to calculate it?
11:13:47 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	Does it take into account the change in rates?
11:13:55 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Just to make sure we understand your question, Mr. Chandler, are you saying the amount of the subsidy, in calculating that, do we take into account changes in rates?
11:14:08 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	So, knowing that, can you respond to his question?

11:14:15 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	On the KU side, is that the case? I think that there was a reference to 2012 testimony that explained sort of the derivation of the original KU subsidy component, and it was based off of a number of factors, but an ideal - it was based off of rates at that time is my understanding. Do you know if that's been updated or holistically taken into account when determining the benefit amount any given year?
11:14:56 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	So let me ask this question. It's your understanding it's still eighty-eight?
11:15:00 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	I guess that's what I was saying, so the LG&E floats effectively or takes into account the change in rates, any subsequent change in rates, but the KU has not?
11:15:16 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	I think the point is that it is taken into account, but do we have a review every single time we change rates? I think the answer is no to that, but that, over time, we get feedback from our partners to try to find out what that balance should be. I mean, we look to them, we have at least historically, to determine what the most optimal benefit is for our low-income customers.
11:15:45 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	So it was changed historically to reflect changes, right? It was changed from forty-four to eighty-eight. It just hasn't been - I guess, what I'm saying is it hasn't been changed since then, but the LG&E amount does change and take into account changes in cost, including increased rates?
11:16:32 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	I have a revision to an earlier statement I made. We will ask that LG&E look again at that termination information and break that out into gas and electric companies.
11:16:58 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Will that be a post-hearing data request?
11:17:00 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	That will be a post-hearing data request, so you'll be getting that in writing.
11:17:01 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace	LG&E/KU SERVICE TERMINATION INFORMATION FOR BOTH GAS AND ELECTRIC RESIDENTIAL CUSTOMERS NONPAYMENT ONLY
11:17:03 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	Can I ask another question about the AEC? Is the benefit level different for a person who receives gas heating versus a person who receives electric heating?
11:17:47 AM	Asst Gen Counsel Vinsel PSC - LG&E/KU Note: Sacre, Candace	Just to let you know ahead of time, so we're going to ask for the average monthly residential bill, if that would be further broken out into gas customers versus electric
11:18:08 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace	LG&E/KU AVERAGE MONTHLY RESIDENTIAL BILL FOR ELECTRIC AND AVERAGE MONTHLY RESIDENTIAL BILL FOR GAS
11:18:18 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Staff has no further questions.
11:18:20 AM	Vice Chairman Cicero Note: Sacre, Candace	Mr. McNeil?

11:18:21 AM Exec Dir Chandler PSC
Note: Sacre, Candace Can I -

11:18:46 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace So Staff has taken the answers that were provided, I think, in Amendment No. 3, I believe, and put them in an Excel form, and Amendment No. 3 has LG&E and KU's total service termination notices issued, total service terminations was provided, total amount of unique customers issued termination notices, and then total amount of unique customers with service terminated. I just want to confirm, and the Resonse states, that these are residential customers, correct?

11:19:26 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And so I just want to make sure I understand, so this is - we talked about the disconnect notice earlier and brown bills, but this is, effectively, the one I highlighted there row 4, column E, that amount is the number of brown bills that were sent out by LG&E in the year 2015, right?

11:19:54 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Okay, and so you all also provided the total number of residential customers, both gas and electric in response to that data set?

11:20:06 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace Yeah, and so, as a percentage of customers, do you all ever look at the total, what pace termination notices as a percentage of residential customers are at in any given month? Is that something that you all look at in terms of working through these programs or in discussing these programs with the administering agencies?

11:20:38 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace And then the percentage of - we also did the total service termination notices as a percentage - total terminations as a percentage of notices sent out, so, for instance, in 2015, and I'll show the calculation here, in 2015, .07 percent of customers were termianted? Does that sound about right, or do you all have any indication?

11:21:12 AM Atty Sturgeon LG&E/KU
Note: Sacre, Candace Mr. Chandler, just to point out, someitmes, in a given year, youi may have the same customer that could get disconnected multiple times.

11:21:19 AM Exec Dir Chandler PSC - LG&E/KU
Note: Sacre, Candace So let me scroll down to Unique Customers (Notices), that's why we ask the question that way, the total was .07 percent of above, but, down here, it's about a half a percent, and then, off to the right, here, we created this, % of Termination to (Total) Notices, so it says here that any given year the number of people actually terminated, that percent of notice can range from 2.8 to 6.2 percent for LG&E. Have you all ever looked at why that varies in any given year?

11:22:27 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	Do you all - so let me ask it this way, the idea behind the question was to understand how many disconnect notices the companies are sent out any given month, how that relates to residential customers, like, what percentage of residential customers, how many - after a disconnect notice has been sent out to residential customers, how many of those residential customers are being disconnected, and then the unique versions of those so that you don't get duplicate a person who was sent a disconnect notice in one month and then, two months later, also got a disconnect notice. Do you all feel like that's the information that was provided here, that that accurately reflects what was requested? Is there anything I said as to what we were looking for that you all may have misconstrued, so you all believe this is an accurate reflection?
11:23:19 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	And I appreciate that. It was inartfully asked, so I wanted to make sure that we were talking about an apples to apples comparison.
11:23:26 AM	Ex Dir Chandler PSC Note: Sacre, Candace	Thank you. That's all my questions.
11:23:29 AM	Vice Chairman Cicero Note: Sacre, Candace	Now, Mr. McNeil?
11:23:32 AM	Asst Atty General McNeil Note: Sacre, Candace	Vice Chair, I don't have any questions at this time.
11:23:34 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you. Chairman Schmitt?
11:23:35 AM	Chairman Schmitt Note: Sacre, Candace	No questions.
11:23:36 AM	Vice Chairman Cicero Note: Sacre, Candace	I just have one question.
11:23:40 AM	Vice Chairman Cicero - LG&E/KU Note: Sacre, Candace	You were referring to there's a cap on the administrative fee of ten percent, right? It's not necessarily ten percent but a cap of ten percent?
11:23:53 AM	Vice Chairman Cicero - LG&E/KU Note: Sacre, Candace	Is it ever less than ten percent?
11:24:01 AM	Vice Chairman Cicero - LG&E/KU Note: Sacre, Candace	I guess, as a post-conference request, either that or I can wait until the hearing, but I'd like to know what the average over the last three years was of the actual percentage paid rather than just looking at "it's a cap of ten percent" but what the actual percentage was that was paid to administer the programs, okay?
11:24:25 AM	Vice Chairman Cicero Note: Sacre, Candace	That's all I have.
11:24:27 AM	Chairman Schmitt Note: Sacre, Candace	I'd like to ask one question. Probably, Ms. Sturgeon would probably know this more than anybody else.
11:24:29 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Actually, Mr. Melton might be more familiar with those details.
11:24:33 AM	Chairman Schmitt - LG&E/KU Note: Sacre, Candace	Back in, I guess, it's been a long time since I read it, but there was a management audit of the LG&E/KU programs, maybe 2012 or sometime back in that time range. Do you know if there were any changes made in the program as a result of the findings in that audit?
11:25:33 AM	Via Presentation Deactivated	

11:26:29 AM	Chairman Schmitt - LG&E/KU Note: Sacre, Candace	Did you feel that - did LG&E and KU feel that the management audit that was performed was helpful in any way in reviewing - the reason I ask is that, my own personal view, is that maybe going forward, every five, six, seven years, there ought to be some kind of an ongoing overview of the program so that an outside group can come in and take a look and point to maybe deficiencies or things that could be improved that others don't see that are working in it every day, and I just wondered what, I'll probably ask at the hearing, what LG&E and KU think about that or how such an audit ought to be paid for, and I don't mean it just to apply to you but to probably all the investor-owned utilities, so I don't know. Was it - do you -
11:28:11 AM	Chairman Schmitt Note: Sacre, Candace	Thank you. I have nothing further.
11:28:14 AM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Sturgeon, did you have any?
11:28:16 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Just one follow-up. Mr. Chandler, that chart that you had pulled up a moment ago, I think it was the attachment to -
11:28:18 AM	Exec Dir Chandler PSC Note: Sacre, Candace	No. 10?
11:28:26 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	No. 10, yeah. I believe that, the top of that chart, it indicates that it was only numbers of those customers who received HEA benefits, not our total customer base.
11:29:10 AM	Via Presentation Activated	
11:29:24 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	No, I'm sorry, that wasn't the one. It was the last chart you were using, not 3-10.
11:29:35 AM	Exec Dir Chandler PSC Note: Sacre, Candace	So I'm happy to bring up your all's original for that, if you'd like.
11:29:45 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Yeah, so, if you pull up Amendment 3-1 at the very top in very small print, it says "HEA Recipient Termination Notices."
11:30:12 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	Okay, so the information that was provided was for those that receive HEA benefits the total service termination notices issued?
11:30:19 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Yes.
11:30:20 AM	Exec Dir Chandler PSC - LG&E/KU Note: Sacre, Candace	And then that would also apply to the other three Responses, total service terminations for people who receive HEA benefits?
11:30:35 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Everything with HEA, but we can confirm that, but our belief is that everything was just HEA because it was in the context of the HEA case.
11:30:51 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	So then, for the post-hearing data request, it will be for all residential customers.
11:30:56 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Right.
11:31:00 AM	Exec Dir Chandler PSC Note: Sacre, Candace	Thank you.
11:31:02 AM	Vice Chairman Cicero Note: Sacre, Candace	Do you have anything else, Ms. Sturgeon?

11:31:04 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	No, thank you.
11:31:06 AM	Vice Chairman Cicero Note: Sacre, Candace	Anybody else have any more questions?
11:31:09 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Staff does not.
11:31:11 AM	Vice Chairman Cicero Note: Sacre, Candace	Okay. Thank you very much for your appearance and your answers.
11:31:12 AM	Atty Sturgeon LG&E/KU Note: Sacre, Candace	Thank you.
11:31:14 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you.
11:31:21 AM	Vice Chairman Cicero Note: Sacre, Candace	Duke is next, and, now, we have Ms. Honaker.
11:31:45 AM	Via Presentation Deactivated	
11:31:48 AM	Atty Honaker Duke Kentucky Note: Sacre, Candace	Allyson Honaker, on behalf of Duke Energy Kentucky. I'm with Goss Samford. I have Cindy Givens, O.J. Wilson, and Trish Haemmerle.
11:31:57 AM	Vice Chairman Cicero Note: Sacre, Candace	Thank you very much.
11:31:59 AM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel?
11:32:02 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	Good morning. You've probably heard this enough. This will be the last time I say it. My questions will be directed to the entire group. Please identify yourself, and whoever wants to answer, please do. That will help us keep moving along.
11:32:22 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	To start with, can someone please give an overview of Duke's HEA Program or programs?
11:32:58 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	Well, actually, let me ask you because I'm a little confused here, so there's WinterCare - am I correct, there's WinterCare, but there's also this additional Home Energy Assistance Program?
11:33:13 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	And I'm confused with how they relate to each other or don't because it sounded, at one point, in one of the references, like, first you go through WinterCare, and then, you know, I should say, Northern Kentucky, is it CAA?
11:33:32 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	CAC, thank you. Basically, an applicant comes in, has a particular need, and NKCAC plugs them in to various programs along the way?
11:33:48 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	So then, taking a step back, explain to me the difference between the WinterCare, how it's funded, and then the HEA Program.
11:34:29 AM	Asst Gen Counsel Vinsel PSC - Duke Kentucky Note: Sacre, Candace	I want make to make sure - I'm sorry if I've interrupted you. I want to make sure I understand, so, for WinterCare, first, there's a particular, I'm just going to call them, bucket of shareholder funds. That's the (inaudible) bucket, and then there are customer contributions which are voluntary, and then the third bucket would be Duke Kentucky matches dollar for dollar the customer voluntary contributions, is that correct?

11:34:54 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Thank you, and let's go to HEA, and, tell me, is this a crisis program?

11:35:11 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace WinterCare is really more of a global program that several different utilities have their own - I'm saying this inartfully, and I apologize. The WinterCare label - KU has the WinterCare, Duke has the WinterCare - so there's a lot of WinterCare, so there is one administrator over it, and this is the name of the program, but each utility has its own money into it that goes only to its customers, correct?

11:36:02 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Yes, okay, I think I'm getting a little more straightened out here, and the HEA program is available year round?

11:36:15 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And is there a benefit cap?

11:36:27 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And, WinterCare, is that available January through April?

11:36:35 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Year round, and is there a benefit cap on WinterCare?

11:36:41 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So, for either one, three hundred. Could a customer be eligible for both WinterCare and HEA?

11:37:11 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace In one of the Responses to a Data Request, Duke noted that it had overcollected, and I'm presuming we're talking here to the HEA surcharge, and overcollected two of the past five years and had undercollected three of the past five years, and was going to true up at the end of the year, Just by great good fortune, the two utilities who came before you talked about the fact they have regular meetings with the administrative agency, so it makes me wonder, does Duke have regular meetings with NKCAC?

11:38:17 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Does Duke monitor the funds throughout the year to look at overcollection/undercollection and then have some sort of mid-course correction, or is it simply wait until the end of the year to true up?

11:39:08 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace When there is an overcollection, what happens in the true-up? Does the money go back to customers in the form of a credit?

11:39:29 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace The DSM Rider calculation?

11:39:41 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Let me take a step back. The overcollection/undercollection, is that for the HEA, is it for WinterCare, or is it for both?

11:39:59 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Well, if HEA is funded by a per-meter surcharge, so are you saying that - okay, so anything from HEA that's overcollected just goes into the DSM Rider, and that ten-cent surcharge continues no matter what?

11:40:30 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So who can speak on - so we'll just make up some numbers, but, say, you have 100,000 residential customers, right? You're collecting ten cents from them every month, you know what the check - if you remitted a check at the end of every month or the end of every billing period, you would know, within the tolerance of a couple of customers, give or take, new customers, customers who left, you all would know what the amount would be every month. Do you all remit the check at the end of every month?

11:41:24 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace How much you have for them to pledge against?

11:42:17 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So they can call and say, "We know what's in there now, but we know that it's January," and there are four, five - I forget when they true up. I guess it's mid-year. We know that there is a certain number, again, X number of customers times ten cents coming in next month, so it's you all, it's Duke, that effectively, when they call and pledge, if's not there then, you allow them to pledge against anticipated revenues from the meters?

11:43:14 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Well, if you all lost 10,000 residential customers and you all whatever, they wouldn't know that either, so, I mean, there's no interaction, effectively, in any given month. They just have what they expected in the past, and they're pledging against that, but there's no communication back and forth as to how much is in there or you all saying "We don't expect the money to be there" or whatever it may be. It's just guessing on NKCAC's part and hoping that the revenues are the same and that you all give them a head's up if they're not?

11:44:01 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace And I guess the way it's set up, they almost have to do that because otherwise - I mean, when does HEA run? What months does it run?

11:44:10 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace And so if the demand is reduced in April, May, and June, which I think it usually is, then they have to borrow forward; otherwise, the money that's collected in April, May, and June are all just going to go back in and be sent back through the DSM, right? I mean, if it's not used in April - the amount that's collected in April, May, and June isn't used, it gets trued up and sent back trough the DSM charge, right?

11:44:36 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So the idea of the program always is to borrow from those late spring, early summer months to pay for the winter? That's kinda how it's been set up, right?

11:44:50 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So do you all expect to give the exact same amount in January as you June for assistance?

11:45:30 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Right, but, if there are months in which HEA funds aren't spent at all and then from your all's perspective, NKCAC shouldn't be spending more than they know they have, then isn't that going to be reasonably expected that you're going to have money left over and that that money is going to be sent back through the surcharge, especially if it occurs April, May, June?

11:46:14 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Because HEA assistance is at the end of the line in terms of assistance?

11:46:30 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace I want to go back and revisit and make sure I'm understanding something, so Duke has been approved for this ten-cents-per-meter fee for HEA, but if there's an undercollection in that, where does that difference come from? The customers in the DSM surcharge?

11:47:02 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So customers effectively are more than ten cents per meter?

11:47:10 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Is there a reason why Duke hasn't revisited this procedure to look at how close they're monitoring and working with NKCAC to ensure that there's not, in this case, undercollection and overspending on HEA?

11:47:54 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace But the process wasn't changed because you have had, let me see here, it's undercollected for a three-years period?

11:48:10 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And what was done to resolve it other than to understand that they're borrowing forward? Was there -

11:48:20 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So NKCAC now knows they can't - their assistance is limited to what that money is available now?

11:48:40 AM Vice Chairman Cicero - Duke Kentucky
Note: Sacre, Candace So just for one second, when Mr. Chandler asked you a question about the money carrying forward or backwards, I thought you indicated that it did not, but you just answered and said that the money can roll forward if it's not been all spent?

11:49:11 AM Vice Chairman Cicero - Duke Kentucky
Note: Sacre, Candace So then, at the end of the period, which would be the end of your fiscal year or whatever your period is, I guess June 30th, so, if it's not spent by then, then it goes back through the DSM program?

11:49:26 AM Vice Chairman Cicero - LG&E/KU
Note: Sacre, Candace And it starts all over again?

11:49:28 AM Vice Chairman Cicero
Note: Sacre, Candace Thank you.

11:49:34 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So it's collected on a per-meter charge; in the event that it's under- or overcollected, in the event that it's more or less than anticipated, when it's trued up to the surcharge, it's recovered through a volumetric amount through the DSM surcharge, right?

11:50:03 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace As Duke knows, there was a recent case where we wanted to look at the HEA Program, and the Commission made a determination to deny that based on the fact that there would be changes coming out of this, and it seemed inefficient to start something and then change it midstream. Having said that, the fee for NKCAC is - currently, it's 15 percent, and I know there were some discussions in that last case about negotiating with NKCAC to lower the rate. What is the status of those negotiations?

11:51:08 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And, again, that's understood because, you know, the Commission orders established those parameters and that can't be changed without a follow-up Commission order?

11:51:25 AM Vice Chairman Cicero - Duke Kentucky
Note: Sacre, Candace I'm just curious why it's 15 percent when you're using the meter charge contribution, but it's only five percent for WinterCare administration.

11:53:02 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace In your discussions with NKCAC, I wondered if you explored any other fee structures. For example, I believe you were here when Kentucky-American testified that, under their fee structure, there's a percentage paid to an administrator and then a per-application fee paid to that front-line agency doing the work. Has Duke looked into any alternative fee structures?

11:53:44 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Because I understand that was discussed in their last rate case, so I won't delve into additional questions with that. We may, in the end, incorporate that record into this case, but we don't need to revisit that. It's already been discussed.

11:54:08 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace As I understand also, in that 2018-00370 case, there was a discussion of changing, and I believe, just the HEA program then from a subsidy program to - or, excuse me, a subsidy - we've been calling it recurring benefit. There's no good term for this. Not a crisis program?

11:54:31 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Would that still be Duke's intent over time?

11:55:20 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And that was a question that I had because, right now, it is coupled to the WinterCare program, isn't it?

11:56:18 AM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace For WinterCare, does it - it's \$25,000-a-year donation, up to \$25,000-a-year match for customer donations. Does that amount, in any given year, if it's not fully expended, does it roll forward?

11:56:46 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace In one of the Data Responses, and I can give it to you, but I'm going to read the question or read the statement. You're talking about that potential change to a subsidy program from a crisis program and said, quote, "This reduces the yearly cost for electric or gas service substantially. With this change, it is anticipated that participation in the program will make energy more affordable and reduce the number of disconnects." Has Duke done any discrete studies or analyses to back up that statement?

11:58:01 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Also, I want to make sure that we understand that the HEA funds, the actual funds, stay with - do they stay with Duke?

11:58:15 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And then NKCAC will alert the customer service or whoever they alert that this particular pledge and then it's applied to the customer's account in the form of a bill credit?

11:58:30 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So, when Duke performs random, are those audits looking at eligibility and the amount that was pledged?

11:59:54 AM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Okay, no, I understand, and, again, in one of the Data Responses, Duke said that every applicant for the HEA Program was eligible for the HEA Program, and is that because NKCAC is doing, what I think of as, a waterfall approach in looking at all of the available forms of assistance so that, by the time you get down to HEA, it's automatic that they're going to be eligible in looking for -

12:00:55 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace What would be the impact if - well, no, never mind. If it's a subsidy program, then HEA will be uncoupled from WinterCare?

12:01:12 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So, speaking of LIHEAP, for the HEA, is it correct that there's not a requirement that the HEA applicants applied for LIHEAP?

12:01:59 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Okay, so, again, it's that waterfall?

12:02:13 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace The Payment Plus program, is this something that's really completely covered in the DSM Rider?

12:02:30 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Can you tell me about the Payment Plus program? Is it tied to energy efficiency goals?

12:03:25 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Thank you. Okay, we're going to look at the termination notices, and I believe you all should have a copy in front of you.

12:03:37 PM Via Presentation Activated

12:04:05 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Okay, and we're going to be using the 2018 numbers, here, simply because, as we said, the Staff took the information provided from Duke and then, to develop the percentages, we looked at the annual reports and the reports of the customer count, so, first, let me ask, when Duke compiled this information, does it include all customer classes, or is this only the residential customers?

12:04:42 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And is this all residential as opposed to residential customers who received HEA benefits?

12:04:54 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And, the service termination, does this include termination for reasons other than nonpayment?

12:05:05 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Great, thank you. Now, even though this is simply the residential payments termination for nonpayment, we will ask that Duke reruns this and separates out electric versus gas customers.

12:05:42 PM Atty Honaker Duke Kentucky
Note: Sacre, Candace He actually has that. We talked yesterday, and he did that and brought it with him today.

12:05:47 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Well, wonderful. I have one other question. Nope, I don't have another question. I do have some other questions, but, no, go ahead.

12:06:06 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Okay, so this reflects the - let's just make up 2018, there, 130,000 total service termination notices, and then you all were unable to provide unique customers issued service termination notices. Could you explain that?

12:06:37 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Okay, so can you all provide the monthly information for the two years that are not archived?

12:06:42 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Are you all able to provide the monthly information for the two years that are not archived?

12:07:24 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace You have total termination notices; you have unique termination notices.

12:07:29 PM Atty Honaker Duke Kentucky
Note: Sacre, Candace For (c) and (d), can you break that out monthly like you did for (a) and (b)?

12:07:37 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Well, I want to follow up that just as we (inaudible) to Kentucky Power this morning, that's information we very much need. It's very helpful to us, so can you get that information by the time of the hearing?

12:08:03 PM Atty Honaker Duke Kentucky
Note: Sacre, Candace And I just want to be clear. Are you asking for just the monthly information for the years that we provided, or do you want us to go back for the other three years on the unique customers, if that's possible?

12:08:16 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Yes, we want the same information all the other utilities are being requested and are providing.

12:08:23 PM Atty Honaker Duke Kentucky
Note: Sacre, Candace Okay, and they are going to check with the IT department, and then I will let you know as soon as we know.

12:08:27 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Okay. Thank you.

12:08:28 PM Chairman Schmitt
Note: Sacre, Candace If you can't, I'd like a detailed explanation as to why you can't.

12:08:37 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So, I mean, just based off your information I think that's contained in the annual report, residential customer accounts over here, combined electric and gas, right? So 218,000 meters for 2018 for residential, that reflects, for 2018, of the 130,000 disconnect notices for residential customers, I just wanted you to be able to see that that's the calculation we did, so is it correct to say that, of the residential meters that you have, not on a unique basis but even on a recurring, we don't have the unique, that 60 percent of those - you sent out 60 percent of that total amount in termination notices in a given year?

12:09:43 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Well, let me ask it this way, you got about two-hundred-plus thousand residential meters, between gas and electric, and the 130,413 for 2018 represents the total disconnect notices sent out to residential customers, right?

12:10:02 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So, I mean, one-thirty to two-eighteen, it's more than 50 percent?

12:10:07 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Okay, so I guess what I'm asking, you heard me ask LG&E and KU earlier about what we were seeking with this question because I artfully drafted it, so let me ask, are we on the same page about what information we're looking at?

12:10:25 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So 60 percent would just be the math?

12:10:29 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace And so do you understand why we're needing the unique customer accounts because we don't want it to include - if half of those are recurring disconnect notices, individuals with disconnect notices would have that number effectively?

12:10:43 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Okay, and so do you all look at, off to the right, the percentage of terminations to notices in any given year? Earlier, we discussed with LG&E and KU, it ranged from two-percent-something to six percent. Your all's are in a pretty tight band between six and eight percent. Do you all look at this information? Did you all look at this information in crafting any of your proposed HEA changes, or have you looked at it to determine what the needs are pursuant to what the causes are of the disconnect notices and whether or not customers can keep from being disconnected?

12:12:18 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So let me ask, this is percentage of terminations to the notices. You're saying that you believe the subsidy would keep the notices down, the notice of disconnections down, but, in terms of how many people who actually received the notice and then don't get disconnected, that would be beneficial for a crisis program, right?

12:12:40 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Well, a subsidy program would keep people from actually getting the notice to disconnect?

12:13:05 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So let me ask it this way. If they received a ninety-nine-dollar subsidy, how does that help them? If they've received the ninety-nine-dollar subsidy and still gotten the notice of disconnect, how does that ninety-nine-dollar subsidy keep them from getting terminated?

12:14:08 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace I want to just follow up on what you just said and make sure I understood what you were saying when you talk about the subsidy, but a goal to increase customer awareness of the need to pay their bill on a regular basism, is that a primary reason for disconnections or for nonpayment is lack of paying a bill, the lack of knowledge that a bill has to be paid?

12:16:01 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace About three-point-five percent of Duke's customers have service disconnect. Would you agree that that sounds about right?

12:16:19 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So, looking for 2018, that's 7,635 customers. How many customers are helped from the HEA Program? Do you know? I believe I have this information, but I wanted to - let me double-check.

12:16:39 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And does that cover WinterCare and HEA?

12:16:46 PM Chairman Schmitt - Duke Kentucky
Note: Sacre, Candace And how many customers?

12:16:49 PM Chairman Schmitt - Duke Kentucky
Note: Sacre, Candace Fourteen hundred and fifty?

12:17:02 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Does Duke keep any statistics that would demonstrate how many of the unique customers that receive service termination notice receive HEA funds?

12:17:17 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace When a customer receives a service termination notice, do you also include any information on available, potentially available, financial assistance such as the HEA Program? For example, on the bill, do you have information about contacting NKCAC?

12:17:53 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And a bill insert that goes to all customers and not - or would a bill insert be included for someone who's received a termination notice?

12:18:06 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace But, again, is it for all residential customers, the bill insert?

12:18:10 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace And, for customers who get disconnection notice, simply because they received a disconnection notice, they're not also going to get a bill insert necessarily, is that correct, alerting them to NKCAC's -

12:18:30 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Let me try this again, so someone who gets a disconnection notice does not receive specific information with that disconnection notice about potential sources of financial assistance?

12:19:02 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace Okay, okay, so I think I understand. I want to make sure, so all customers receive this bill insert, but also, let's say, I've got a disconnection notice. As part of that bill that I get, whether it's in the mail or online, I'm also going to get separate information because I have disconnection notice that includes that bill insert that gives me information about NKCAC?

12:19:47 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace As we've been asking the other utilities, when Duke calculated this average bill information in response to a Data Request, and this is a compilation of everyone's Responses, for the customers receiving HEA benefits and LIHEAP benefits, were those numbers calculated before or after the benefits were applied, or do you know?

12:20:26 PM Asst Gen Counsel Vinsel PSC - Duke Kentucky
Note: Sacre, Candace So that would not have included the benefit which would be reflected as payment?

12:20:38 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So Duke broke down the average bill for electric and gas, but what - for (b) and (c), I guess, column U and V, are those reflective of gas and electric combined?

12:21:10 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So Duke, here, you see that there's All Residential electric, All Residential gas. Do you see that?

12:21:19 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace Okay, average bills, but then, for the ones receiving HEA and LIHEAP, there is no breakout between electric and gas; it's just customers receiving HEA benefits?

12:21:35 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace There is no breakout, so this bill is a combined bill, and these are the individual bills, but -

12:21:49 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace So that's an apples to oranges comparison, would you agree? I mean, that's - okay, the \$58 for all residential gas customers on row 24, see the fifty-eight-o-six, right? Is that only the gas portion of a customer's bill, or is that only a gas bill?

12:22:16 PM Exec Dir Chandler PSC - Duke Kentucky
Note: Sacre, Candace And so the one, the Receiving HEA, it's going to be an average of people who get gas and electric and just electric and just gas?

12:22:51 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Staff has no further questions.

12:22:54 PM Vice Chairman Cicero
Note: Sacre, Candace Mr. McNeil?

12:22:56 PM	Asst Atty General McNeil Note: Sacre, Candace	I don't have any questions.
12:22:58 PM	Vice Chairman Cicero Note: Sacre, Candace	Chairman?
12:22:59 PM	Chairman Schmitt Note: Sacre, Candace	Yeah, a couple.
12:23:06 PM	Chairman Schmitt - Duke Kentucky Note: Sacre, Candace	Do you have an explanation as to why, after all the years that Kentucky Power and LG&E and KU have had a subsidy program, why Duke never made the effort to develop a subsidy program?
12:23:12 PM	Via Presentation Deactivated	
12:23:44 PM	Chairman Schmitt - Duke Kentucky Note: Sacre, Candace	Sometime, and it's been a while, our Staff may have sent this in a data request or something, I don't know, but a long time ago, sometime middle of last year or before, when we were originally working to get into this program, I tried to find, I guess, just online, I didn't call Ed Findley in North Carolina or your other PSC people there that I've known, but I wanted to know what types of home energy assistance programs Duke had in North Carolina, South Carolina, and Ohio. Do you know?
12:24:21 PM	Chairman Schmitt - Duke Kentucky Note: Sacre, Candace	Do they have subsidy programs in Ohio, North Carolina, and South Carolina?
12:24:41 PM	Chairman Schmitt - Duke Kentucky Note: Sacre, Candace	So in none of Duke's territories, even outside of those three, Florida or anywhere else, there is no such - you have no such program?
12:24:50 PM	Chairman Schmitt Note: Sacre, Candace	All right. No further questions.
12:24:53 PM	Vice Chairman Cicero Note: Sacre, Candace	Just one question.
12:24:56 PM	Vice Chairman Cicero - Duke Kentucky Note: Sacre, Candace	And there's been years when you've not spent all the money that's available, but your percentage of termination notices compared to other IOUs is very high, so, like, I guess it's limited to unique customers that causes these high termination notices since it appears not all the money is being spent, so there's money available, but there's still a high percentage of termination notices. Can someone explain that a little bit?
12:26:26 PM	Vice Chairman Cicero - Duke Kentucky Note: Sacre, Candace	So even though you have this high notification rate and in those brown invoices that say "You're about to be terminated, and here's the available assistance" because you provide an individual flier that goes out in those, there's still not a good response from those customers who are in danger of having termination?
12:27:03 PM	Vice Chairman Cicero Note: Sacre, Candace	I don't have any other questions. Ms. Honaker, do you have questions for your witnesses?
12:27:08 PM	Atty Honaker Duke Kentucky Note: Sacre, Candace	I just had a housekeeping matter. Where we had broken that out between gas and electric, do you just want us to provide that with our post-hearing data requests, with the other information?
12:27:16 PM	Exec Dir Chandler PSC Note: Sacre, Candace	I think we'll be very specific. We'll try to be a little more specific about exactly, for the gas and electric portion for both Duke and for LG&E, exactly, if there is a breakout, how we would like to it.

12:27:28 PM	Atty Honaker Duke Kentucky Note: Sacre, Candace	Okay, we'll hold that then and provide it with the post-hearing data requests.
12:27:32 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	And, if you have any question at all, please don't hesitate to reach out.
12:27:38 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay, so, just to confirm, because we're going to go to lunch, here, shortly, but, for those that need to know, February 26 will be the date that any post-hearing data requests come out, and March 6 is the requested response date, and, if there's any questions, you should contact Ms. Vinsel, and she will clarify on exactly what the Staff is looking for. I know we're kind of going through this with all the parties as one continuous formal conference, but I just want to make sure everybody knows those dates before anybody leaves and then is caught by surprise.
12:28:14 PM	Vice Chairman Cicero Note: Sacre, Candace	So thank you, Duke. When we come back, we will start in with Delta, and I'd like to be back here by 1:30 so we can conclude with Delta, Columbia, and Community Action of Kentucky, so we're now in recess until 1:30.
12:28:31 PM	Session Paused	
1:29:52 PM	Session Resumed	
1:29:54 PM	Vice Chairman Cicero Note: Sacre, Candace	We're back on the record with a new attorney and more witnesses, so this is Delta Natural Gas?
1:30:07 PM	Atty Braun Delta Note: Sacre, Candace	Yes, sir, Monica Braun, representing Delta Natural Gas Company. I have with me Jenny Lowery Croft. She is the manager of Employee and Regulatory Services. Ms. Croft answered the Data Responses so far in this proceeding, and we also have Ms. Denisa King, and she is the Director of Treasury for Delta Natural Gas.
1:30:24 PM	Vice Chairman Cicero Note: Sacre, Candace	Thank you very much.
1:30:26 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel, you may ask.
1:30:28 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes, thank you very much, Vice Chair.
1:30:30 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	Good afternoon. Can we start by having you describe briefly Delta's HEA Program?
1:32:32 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	How is WinterCare funded?
1:32:43 PM	Chairman Schmitt - Delta Note: Sacre, Candace	Is that all? You don't match? It's just all customer donations?
1:32:59 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	Like all of the HEA programs that are surcharge, customer funded, Delta's program was initially approved in 2005 as a pilot program and then received approval to become a permanent program in 2007, correct?
1:33:24 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	And the program eligibility was established at that time by the Commission, correct?

1:33:31 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace And, at that time, the Attorney General was a party to, at least, 2005 and, I believe, 2007. I know that you were not part of that, but I wanted to put that out there.

1:33:50 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace I know, in Data Responses, Delta said that funds had not been fully expended in the past five years, and the income eligibility is a hundred and ten percent, you said, of the federal policy income guidelines, and that number was set in 2005, I believe, but definitely affirmed in 2007. Has Delta considered raising the eligibility guidelines, again, recognizing they have to come before the Commission to change those program terms, but has Delta considered that?

1:34:49 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace And the four-hundred-and-ten-dollar benefit was also approved. The four-hundred-and-ten-dollar amount, I know, was approved in the 2007 case. Is that amount still sufficient?

1:35:16 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace Has Delta done any - let me back up. As you know, we'll get to the termination notices and trying to get a sense of what Delta has looked at, but I want to be a little more holistic about it, so (inaudible).

1:35:38 PM Via Presentation Activated

1:36:11 PM Via Presentation Deactivated

1:37:09 PM Via Presentation Activated

1:37:10 PM Via Presentation Deactivated

1:37:11 PM Via Presentation Activated

1:37:29 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace Do the total service termination numbers include all customer classes, or is it only residential customer classes?

1:37:39 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace Oh, wonderful, thank you, and, the service termination, is that limited to residential customers for nonpayment, or does it include termination for other reasons?

1:38:02 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace So you will not be subject to the post-hearing data request, and I'm making a note of that.

1:38:14 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace I really want to walk through the numbers, and, again, we're looking at the 2018 numbers because that's the last year for which we had the information on the customer account and, as we said before, that our Staff looked at customer information, and looked at the annual reports and floating customer information to come up with the percentages, so, in 2018, Delta had almost 30,000 residential customers, 29,728, according to the annual report, and there were reported - I'm sorry. I'm getting distracted. I'm just going to look up over here. Reported 17,414 service termination notices, is that correct, in 2018?

1:39:45 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace And that was the one thing I was going to ask about, was getting that for Item C, the total amount of unique customers issued service termination notices for that five-year period.

1:40:07 PM Exec Dir Chandler PSC - Delta
Note: Sacre, Candace So unique a month, but, if a person receives one in January and then receives another in March, on the top, that's reflected as the same person that's reflected in the January numbers and the March numbers. What we were looking for is, if a person receives one in January, that if they receive another one in March, it still only counts as one. Does that make sense?

1:40:36 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace So we'll be asking for that in a post-hearing data request.

1:40:40 PM POST-HEARING DATA REQUEST
Note: Sacre, Candace DELTA INFORMATION ON UNIQUE CUSTOMERS RECEIVING TERMINATION NOTICES OVER SEVERAL MONTHS TO NOT BE DUPLICATED IN TOTAL COUNT

1:40:50 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace So of those little over 17,000 service termination notices, there were 1,693 unique customers, and, subject to check, that's roughly five-point-seven percent of Delta's customers, unique customers received termination notices. Does that sound about right to you?

1:41:27 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace And it looks like there actually - there were, again, almost 1700 discrete customers, but a little over 1800 customers had service disconnected, so roughly 137 customers had service disconnected more than once. Would that be correct?

1:41:53 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace Does Delta keep any statistics that would demonstrate how many of the unique customers that received disconnection notices also received HEA funds?

1:42:20 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace I think that would be helpful. I'm looking at my team to make sure I don't want it to be just me, so - and for LIHEAP also, LIHEAP? And I will put that in the post-hearing data request.

1:42:43 PM Asst Gen Counsel Vinsel PSC - Delta
Note: Sacre, Candace And can you do it for HEA and WinterCare?

1:42:46 PM POST-HEARING DATA REQUEST
Note: Sacre, Candace DELTA UNIQUE CUSTOMERS ALSO RECEIVING HEAP, LIHEAP, HEA, AND WINTERCARE BENEFITS

1:43:20 PM Exec Dir Chandler PSC - Delta
Note: Sacre, Candace So can you explain why the disconnects are gathered around, let me get the correct months, here, April through August?

1:43:49 PM Exec Dir Chandler PSC - Delta
Note: Sacre, Candace So, like, September, if you'll look at the screen, I think, September, there were only one hundred and something to four hundred and something disconnect notices sent out in September. Is that merely a reflection of the cost during the summer that that reduces the number of disconnection nonpayment?

1:44:33 PM Exec Dir Chandler PSC - Delta
Note: Sacre, Candace And so do you all find that - you know, you say, during the winter, so December, if you'll look, December has something like one hundred odd to almost 500 in any given year between 2015 and 2019 for service termination notices, and then it actually it almost adds up, it becomes cumulative through March and April, I guess it kinda pares off in April, but it builds up through March. Do you all find that people build balances, unpaid balances? That they pay enough not be disconnected, but they build balances throughout the winter?

1:45:29 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	So, on the average bill then you all provide, that's the - for Delta, here, this is the average bill, the average bill, that we'll say, for lack of a better term, that has come about, right? That's new service that month, so, like, row 9, \$41.54 for All Residential Customers, November of 2015, that would have been the cost that was incurred and billed that month for current service. That won't necessarily reflect what the -
1:46:00 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	- the total bill may be including past due. Is that information - if that was requested, is that information that Delta would - what the average past-due amount is for all residential, all HEA, and all LIHEAP?
1:46:31 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	This is a question really in regard to some information that you might be getting from CAC. It is CAC that -
1:46:44 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	So there were 260 slots available for HEA funds, and, looking at the last full year, there were 198 applications and 180 eligible applicants. Does Delta receive any information, in this case, on those 18 customers who applied but were not eligible?
1:46:59 PM	Via Presentation Deactivated	
1:47:21 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	You've answered several of the questions, so I'm getting to move through them quickly. Thank you. Under the payments to CAC, let me make sure, there's the administrative fee includes a program manager's salary and fringe benefits but also the indirect costs incurred by CAC to administer the program, and then separately there's a fixed fee for applications that are processed based on - and the fee varies. For the initial application, I think it's \$25, and recertification, which is fifteen.
1:48:09 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	Do you have any information about the nature of the work for determining eligibility? Recertification, which is somebody who's already been in the program, versus a first-time applicant, is there more work that's being done that justifies the difference?
1:48:43 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	And, looking at the program manager's salary and fringe benefits, are they allocated - is it that this program manager is not devoted strictly to Delta's program but also manages other programs?
1:49:04 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	And does CAC do the allocation?
1:49:10 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	And then presents it to Delta for review?
1:49:15 PM	Asst Gen Counsel Vinsel PSC - Delta Note: Sacre, Candace	On the invoice?
1:49:41 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Staff does not have any further questions.
1:49:44 PM	Vice Chairman Cicero Note: Sacre, Candace	Mr. McNeil?
1:49:47 PM	Asst Atty Gen McNeil Note: Sacre, Candace	No questions.
1:49:48 PM	Chairman Schmitt Note: Sacre, Candace	I have no questions.
1:49:51 PM	Vice Chairman Cicero - Delta Note: Sacre, Candace	So I'm curious. You use a slot method, right, for allocating?

1:49:59 PM	Vice Chairman Cicero - Delta Note: Sacre, Candace	And it looks like in all of your counties there's room for more enrollees except for Whitley County, which Whitley is filled up and at least has one on a waiting list, and the slots allotted to Whitley are by far the greatest of any that you have, so what happens in Whitley that makes the program so popular versus not being fulfilled or subscribed to in the other areas?
1:51:12 PM	Vice Chairman Cicero - Delta Note: Sacre, Candace	That was going to be one of my next questions, so, at any rate, do you guys participate in deciding what program literature or marketing or awareness of the program is going to occur for Whitley that they are - Whitley is so aware of the program that they participate to such a degree?
1:52:19 PM	Vice Chairman Cicero - Delta Note: Sacre, Candace	So the SAP is in conjunction with a change in ownership?
1:52:23 PM	Vice Chairman Cicero - Delta Note: Sacre, Candace	Has there been any directive or nondirective on these types of programs, or is it too early to tell from the new ownership?
1:52:38 PM	Vice Chairman Cicero - Delta Note: Sacre, Candace	Just curiosity. I know it's not quite approved yet, but apparently it's in the final stages, and everybody thought it would already be done but not yet?
1:52:49 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Braun, do you have any questions you would like to ask your witnesses?
1:52:52 PM	Atty Braun Delta Note: Sacre, Candace	I just wanted to clarify one thing, Ms. Croft. CAC out of Lexington is the program administrator, but do - other CAC offices throughout Kentucky, are those intake sites for Delta's HEA Program?
1:53:16 PM	Atty Braun Delta Note: Sacre, Candace	And are those CAC offices located throughout Delta's service territory?
1:53:22 PM	Atty Braun Delta Note: Sacre, Candace	That's all.
1:53:23 PM	Chairman Schmitt Note: Sacre, Candace	I'd like to make a comment. It seems to me obvious that there's a serious flaw in the program when one county can fill up its total allocation and have a waiting list and other counties have one or two people or no people in them. That may not be evidence of a failure on the part of Delta, but it's a failure of CAC or somebody because these other people, obviously, are not given the opportunity to participate that people in Whitley County are.
1:53:54 PM	Chairman Schmitt Note: Sacre, Candace	It's like when Duke was in here, we had their rate case, and we asked them - said, "People in Grant County don't want any of these benefits. We can't get them to take them," and if you believe that, I own a bridge across the Atlantic Ocean or something. so I don't know.
1:54:12 PM	Chairman Schmitt Note: Sacre, Candace	All I'm saying is one of the reasons we want to look at these programs is to try to see that everybody across these service areas has the same opportunity to participate, and that involves making the program available and, if necessary, recruiting people to come into them or something, but that's not your problem, I know, but that's just an editorial comment for whatever it's worth, if anything. Thank you.

1:54:39 PM	Vice Chairman Cicero Note: Sacre, Candace	Mr. Chandler?
1:54:40 PM	Exec Dir Chandler PSC Note: Sacre, Candace	And I appreciated the questions, Vice Chairman, because I do want to follow up.
1:54:43 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	So, in terms of what literature or what notifications or what information is sent out with a disconnect notice, can you explain what information is provided to a customer explicitly when they receive a disconnect notice related to service from Delta?
1:55:04 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	Okay, so you send out the bill, and then, after it's past due, you send out the disconnect notice within a certain amount of time?
1:55:12 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	What information about disconnect is provided? Is there any information, ordinary contact information, for the company? What is included with the disconnect notice?
1:55:24 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	That's it?
1:56:17 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	So do your field representatives actually hand deliver the disconnect notices?
1:56:24 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	And so they personally deliver them or they pop them in at the door, or how does that work? Does there have to be a face-to-face meeting for them to provide the disconnect notice?
1:56:40 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	And are you aware of what the numbers that were provided, for instance, on disconnect notices versus disconnects, if the company prints off a disconnect notice, puts it in an envelope, and gives it to a field representative, and that person receives a payment at the time of actually delivering it during a face-to-face interaction, is that still reflected as a disconnect notice in the program?
1:57:19 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	And what's the timing on that? So the person is - how many days past due do they get the final notice?
1:57:52 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	And so, the information that was provided, is it the final notice or the disconnect notice?
1:58:20 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	So, if you all didn't have the double notice situation and you sent a disconnect notice ten days after the bill was past due, it would be substantially higher than the information that was provided?
1:58:40 PM	Exec Dir Chandler PSC - Delta Note: Sacre, Candace	It's definitely not going to be less?
1:58:46 PM	Exec Dir Chandler PSC Note: Sacre, Candace	That's all I have. Thanks, Commissioner
1:58:48 PM	Vice Chairman Cicero Note: Sacre, Candace	Any other questions?
1:58:51 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay. Thank you for coming today and for your responses.
1:58:59 PM	Vice Chairman Cicero Note: Sacre, Candace	Next, we have Columbia Gas. Good afternoon, Ms. Wancheck.

1:59:28 PM	Atty Wancheck Columbia Gas Note: Sacre, Candace	Good afternoon. Mr. Vice Chairman, Mr. Chairman, I have Susie Durr with me. She is the Manager of Regulatory Affairs. She was the respondent on all of the questions and will be the primary witness. We also have Judy Cooper, who is the Director of Regulatory and Governmental Affairs, here for support.
1:59:45 PM	Vice Chairman Cicero Note: Sacre, Candace	Thank you.
1:59:56 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel?
1:59:58 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you, Vice Chair.
2:00:00 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	Good afternoon. I hope, as you've seen from the earlier pieces, as much as we appreciate having Ms. Cooper here for support, I don't think you need it. I think you'll be fine, so we'll settle in on that conversation.
2:00:16 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	Ms. Durr, could you begin by telling me about Columbia's HEA Program?
2:01:36 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	And I should know, and, I think, from my research, it looks like Columbia had the very first HEA Program for IOUs in the state, and it dates from 1994.
2:01:56 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	The budget of \$675,000, the annual budget, and the 850 customer slots, that was approved by the Commission in 2002, and it's not been revised or revisited since then, and that's a statement. That wasn't a question.
2:02:17 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	Given that Columbia had about a 25-percent increase between 2002, and I'm just going to use 2018 because that's the last year that we have for the annual reports of customer accounts, so it increased from about a little over 82,000 customers to over 104,000 customers, given that, has Columbia considered revising the program, perhaps looking at the budget, at the number of customer slots?
2:03:06 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	And I should note that, in the last year reported, there were almost 1700 eligible applicants and then a little over 14,000 applicants who were actually involved, so it is higher than that initial approval period.
2:03:31 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	The surcharge, itself, is not a per-meter surcharge. It's volumetric on the Mci. Just, logistically, since the budget for that is four hundred and seventy-five thousand, how do you make sure that you collect roughly that amount?
2:04:01 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	So, at that point, there would be either a credit or a collection through the DSM process, correct? Is that correct or not?
2:04:25 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	So, if Columbia overcollects one year, the Mcf rate for the following year would be adjusted?

2:04:42 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And I had a question about the weatherization requirement and eligibility to apply for weatherization. In discovery Responses, you had said that the intent of that requirement to require HEA participants to apply for weatherization services is to improve home energy efficiency and reduce heating costs. Are - HEA participants who apply for weatherization services but are not accepted into the program, are they subsequently denied eligibility for HEA?

2:05:33 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And this may be a question perhaps for CAK to speak on behalf of the CAC, but when an applicant applies for weatherization, that's done there, at whatever Community Action Agency that is accepting the application; it's just part of that application process, is that correct?

2:06:00 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And I believe that there was some information about the income eligibility requirement that you wanted to correct, that the income eligibility requirement is a hundred and fifty percent of the federal poverty income guidelines, is that correct, one-five-zero percent?

2:06:58 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace Under Columbia's HEA Program, the previous years' participants are given that first opportunity to reapply for eligibility. How does Columbia ensure that those who need the most help receive it given that the opportunity goes to those who've already received it in the past year rather than first come/first served?

2:07:43 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And so, in terms of ensuring that those who need - I realize you're not the only utility that has a program that does this, but it's one that we're particularly (inaudible) to see if utilities, themselves, have dug in to investigate the equitable access for everybody so that one person who participates, even though they're still eligible year over year over year gets to participate and then what happens as opposed to a first come/first served where there seems to be a different way to equalize the opportunity, so, having said that, has Delta (sic) looked into that? Has it considered how equal the opportunity is for participants?

2:08:56 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace Do you know what percentage of the applicants in any given year are new applicants or applicants that are carried forward from the previous year?

2:09:04 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace I guess what I'm asking is, has Columbia ever asked that or looked into it?

2:09:14 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace I think, perhaps, for the hearing, you won't have to do it as a post-hearing data request, but that might be something that we'll definitely want to ask about at the hearing.

2:09:38 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace The fee that goes to CAC, it's not clear to me. Is this a - you said that there's a fixed and a variable fee paid, so is there a fixed percentage that goes to CAC and then a flat fee for per application paid to the frontline agency who actually accepts the application? Is that the fee structure?

2:10:41 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And what is the percentage fee that CAC - the administrative fee, just the administrative fee, to CAC?

2:11:03 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And is that amount determined, say, on a monthly basis? Is there an annual basis, and is there a cap? And that was a multiple part question. I apologize.

2:11:27 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And so it's really - I want to make sure I'm artful as I ask this question. As CAC allocates the salary, does it depend upon how many - what does it depend upon on a monthly basis? How is that amount allocated? Is it a set amount?

2:11:59 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace Well, who keeps track of that? Them? They keep track of their own time?

2:12:06 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace And it's in a dollar form, or it's in a - this person makes \$50,000 a year and 25 percent of their time went to your ratepayers, so therefore 25 percent of whatever that monthly amount is, that's what you pay?

2:12:34 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace I mean, based upon what that person's salary is?

2:12:38 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace And that's based on what they tell you, is that correct?

2:12:47 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace Is there a cap on that amount?

2:12:52 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace On the administrative fee, yes. You may have heard, like, for some of the agencies it's up to ten percent.

2:13:20 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace I hate to butt in, but, I mean, the people who qualify for your program are essentially the same people that qualify for Kentucky Utilities. They're the same people that qualify for Delta Gas. Isn't there a possibility they're double- or triple-dipping on you in terms of these administrative fees?

2:13:51 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace Well, see, I'm one of your customers, and I'm also a Kentucky Utilities customer. All I'm saying is, as far as I know, the same people or the same pool of people that apply that could be eligible as a Kentucky Utilities customer and as a Columbia Gas customer, isn't that true?

2:14:25 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace I know this may sound strange to you, but I'm in Kentucky Power's, and, of course, you know how we are in Eastern Kentucky. I've got two sources of heat in my home. I have a couple of heat pumps, and I have a gas furnace, too. I mean, it's possible - with your program, don't you have a subsidy program or some type of program that provides a payment to people who aren't your customers? Is there a program where someone can get - is it a crisis payment or something who isn't a Columbia customer?

2:15:13 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace To get any benefit from Columbia, correct?

2:15:22 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace I think it was something that I discussed with Duke. I think having the program named WinterCare and knowing that CAC administers WinterCare for Columbia and also for KU and then Duke having NKCAC with the same name, can create some confusion, so it's helpful to get that straightened out.

2:16:00 PM Via Presentation Activated

2:16:13 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace I'm going to ask you about the same parameters I've asked others. Do these - service termination information, does it cover all customer classes, or is it just residential customer classes?

2:16:38 PM Asst Gen Counsel Vinsel PSC - Columbia Gas
Note: Sacre, Candace And we said that, and we realize it now, that we could have worded it a little differently, so, as you know, we will have a post-hearing data request, asking for the numbers for all residential customers who received termination for nonpayment only.

2:16:56 PM POST-HEARING DATA REQUEST
Note: Sacre, Candace COLUMBIA GAS RESIDENTIAL CUSTOMERS RECEIVING TERMINATION NOTICES FOR NONPAYMENT ONLY

2:17:02 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Well, I think I - I don't have any more questions about disconnect.

2:17:06 PM Exec Dir Chandler PSC
Note: Sacre, Candace I do.

2:17:08 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace So, even if this was just HEA customers, can you all explain, and I guess as related to my question earlier about Delta, why there was zero disconnect notices, termination notices, sent out in August and September for HEA customers? Is it because there are no HEA customers, or there were just no notices sent out for those customers?

2:17:46 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace And, and back to the question I asked Delta earlier as well, would you all be able to provide the information for the average bill, here, for the average bill but also the cumulative bill? Are you able to query that information?

2:18:04 PM POST-HEARING DATA REQUEST
2:18:11 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Staff has no further questions.

2:18:13 PM Atty Wanchek Columbia Gas
Note: Sacre, Candace Pardon me, may I just interject real quick about this Response, and it wasn't this table but the previous table, about the unique customers? I am not sure, after hearing the discussion of unique customers today, that we answered that accurately or if that's reflected in this Response, and we'll have an opportunity to update it, but the unique customer aspect of this, I believe, is incorrect on behalf of Columbia.

2:18:38 PM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Okay, thank you.

2:18:41 PM Vice Chairman Cicero
Note: Sacre, Candace Mr. McNeil?

2:18:44 PM Asst Atty General McNeil
Note: Sacre, Candace No questions.

2:18:46 PM Vice Chairman Cicero
Note: Sacre, Candace Chairman?

2:18:47 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace I haven't seen, and I'm sure there's something here, on your customer allocations. You allocate opportunity to participate in the program based upon the proportion of customers in each of the counties. Is that how it works?

2:19:03 PM Chairman Schmitt - Columbia Gas
Note: Sacre, Candace Do you know or have you noticed whether there's an equal or fairly equal distribution of people in all of the counties in your service territories, or are they all primarily bundled in Fayette County?

2:19:21 PM Chairman Schmitt
Note: Sacre, Candace Nothing further,

2:19:23 PM Vice Chairman Cicero - Columbia Gas
Note: Sacre, Candace So I'm curious. If you have a - this is first come/first served, right?

2:19:32 PM Vice Chairman Cicero - Columbia Gas
Note: Sacre, Candace Okay, so, if you have a prior qualified participant, they would be notified that the program is starting new, and, if they want to participate, they need to apply again, is that how it works?

2:20:01 PM Vice Chairman Cicero - Columbia Gas
Note: Sacre, Candace So they go through the same application process as any other person that would be enrolled into the program in the new year? In other words, there's another twenty-five-dollar fee even though most of the information is already in the record?

2:20:18 PM Atty Wancheck Columbia Gas

2:20:21 PM Vice Chairman Cicero - Columbia Gas
Note: Sacre, Candace Okay, so it's less?

2:20:26 PM Vice Chairman Cicero - Columbia Gas
Note: Sacre, Candace Okay, but you answered the question. It's less, and, so as opposed to a post-hearing conference request, can you calculate what the historical percentage that's been paid for the administrative fee based on the actual versus the funds distributed? I know it varies because you said that there's times when it's just going to exceed - it's going to be whatever it is, basically, is what you said, so I'd be interested in knowing what that percentage is, so I think we've already asked that of somebody else. It'll be the same type of question.

2:21:05 PM Atty Wancheck Columbia Gas
Note: Sacre, Candace Okay, we'll certainly look for that information.

2:21:07 PM POST-HEARING DATA REQUEST
Note: Sacre, Candace COLUMBIA GAS HISTORICAL PERCENTAGE OF ADMINISTRATIVE FEES PAID BASED UPON ACTUAL FUNDS DISTRIBUTED

2:21:08 PM Vice Chairman Cicero
Note: Sacre, Candace Okay, so now you get to ask your witnesses questions, if you'd like.

2:21:12 PM Atty Wancheck Columbia Gas
Note: Sacre, Candace I have no questions.

2:21:14 PM Exec Dir Chandler PSC
Note: Sacre, Candace Commissioner, I did forget to ask one question the termination notices.

2:21:19 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace And you heard the discussion earlier with Delta about their process. Do you all have a similar process where there are two contacts with the customer prior to actual disconnect? Can you explain that process to me for a second?

2:21:46 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace Okay, so additional bill, and then there's a time between the time when they're supposed to have received the bill, and it's due. We'll just make up a day. It's 20 days or 23 days, whatever it is. Ten days after that is past due, is that when you all send out a termination notice?

2:22:04 PM Exec Dir Chandler PSC - Columbia Gas
Note: Sacre, Candace Okay, and then, after that, is there any subsequent - other than sending the person out for disconnect, is there any subsequent discussion or conversation with customers? Any more interaction?

2:22:35 PM	Exec Dir Chandler PSC - Columbia Gas Note: Sacre, Candace	Okay, so the termination notice, itself, does not include any information to direct the customer to anybody other than to the company, is that right, but there's a bill insert?
2:22:52 PM	Exec Dir Chandler PSC - Columbia Gas Note: Sacre, Candace	But the bill, itself, has none of that information?
2:22:54 PM	Exec Dir Chandler PSC - Columbia Gas Note: Sacre, Candace	Or the disconnect notice?
2:23:00 PM	Exec Dir Chandler PSC Note: Sacre, Candace	Okay, thank you.
2:23:02 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I have one question.
2:23:03 PM	Vice Chairman Cicero Note: Sacre, Candace	Sure.
2:23:04 PM	Asst Gen Counsel Vinsel PSC - Columbia Gas Note: Sacre, Candace	Do you have the capability to put that information on the bill, or, excuse me, on the disconnect notice?
2:23:30 PM	Exec Dir Chandler PSC Note: Sacre, Candace	And I think everybody's here. Maybe Duke left. I think, as a post-hearing data request, we're going to ask for either the insert or the bill or whatever information you all provide. I think that - not the bill, but the termination notice or the insert, whichever you all provide with that information.
2:23:50 PM	POST-HEARING DATA REQUEST Note: Sacre, Candace	COLUMBIA GAS BILL/INSERT TERMINATION INFORMATION FOR RESIDENTIAL CUSTOMERS NONPAYMENT ONLY
2:23:51 PM	Vice Chairman Cicero Note: Sacre, Candace	Anything else? Any other questions?
2:23:55 PM	Vice Chairman Cicero Note: Sacre, Candace	Thank you, Ms. Wancheck, Ms. Durr, Ms. Cooper.
2:24:02 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay. We saved the best for last, and that would be Community Action of Kentucky.
2:24:09 PM	Via Presentation Deactivated	
2:24:22 PM	Atty Greenwell CAK Note: Sacre, Candace	Mr. Chairman, Mr. Vice Chairman, Karen Greenwell, from CAK. We have Mr. Roger McCann, Executive Director of CAK, and Susanne Funken, who is the Chief Information Officer of CAK.
2:24:38 PM	Atty Greenwell CAK Note: Sacre, Candace	We had identified Dr. Wilson as potentially speaking to some of the Louisville programs, and, as she is an employee currently of the Louisville Metro government, she is seeking an ethics approval to testify directly, hopefully, by the hearing. But Mr. McCann should have significant information regarding those programs, if there are questions regarding them, and Dr. Wilson has agreed to whisper in his ear, if possible.
2:25:13 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay, Ms. Greenwell.
2:25:15 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel?
2:25:17 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you, Vice Chair.

2:25:18 PM Asst Gen Counsel Vinsel PSC - CAK
Note: Sacre, Candace Good afternoon. I'm going to try to - this is going to be a little bit out of order, as I try to go back and read through a couple of things. When Kentucky Power witnesses were testifying, they discussed that targeted advertisement, that there was a broader advertisement out there for their new program, that the CACs were overwhelmed by interest. Can you talk - how well did that work, and, if you had to design something like that, what would it look like? If you can do that, and, if you can't, I understand.

2:26:24 PM Asst Gen Counsel Vinsel PSC - CAK
Note: Sacre, Candace Well, Kentucky Power talked about going back and identifying a subset of customers who would be, and I guess my first question is was that more - did that work better in terms of the resources or relaying the information to potentially eligible customers?

2:29:27 PM Chairman Schmitt - CAK
Note: Sacre, Candace Let me ask, is that CAC's role or Community Action's role? You get to target who gets the money or who the target group is as opposed to the utility or the Public Service Commission?

2:29:58 PM Chairman Schmitt - CAK
Note: Sacre, Candace That's what I didn't understand. I mean, the utility is collecting the money as part of their DSM program. They're regulated by the Public Service Commission, and somebody else is like a third-party administrator, and I just wondered, I mean, is it your role to decide what group is targeted or who gets the money?

2:31:42 PM Vice Chairman Cicero - CAK
Note: Sacre, Candace So there was or is a ranking program? You're saying you're just not sure how effective it is?

2:31:50 PM Vice Chairman Cicero - CAK
Note: Sacre, Candace And it's not applied across all utilities that you distribute funds for? It just happens to be the Kentucky Power program?

2:32:05 PM Vice Chairman Cicero
Note: Sacre, Candace Okay, thank you, and, when you answer, would you please state your name just for the record when you do?

2:32:10 PM Vice Chairman Cicero
Note: Sacre, Candace Thank you.

2:32:11 PM Vice Chairman Cicero
Note: Sacre, Candace I'm sorry. Ms. Vinsel?

2:32:17 PM Asst Gen Counsel Vinsel PSC - CAK
Note: Sacre, Candace In listening to what you just said, it strikes me that you've got a crisis program that is, basically, again, limited in the amount of money but has a very different purpose from the recurring subsidy program, so would you say - and, again, I know that you're not the one making the decision, but, in terms of designing a recurring subsidy program, thinking about the effectiveness, as you say, what is the ultimate purpose of the program, and how can you best get to that point? Is that a fair -

2:33:05 PM Asst Gen Counsel Vinsel PSC - CAK
Note: Sacre, Candace And I know it's hard. I don't have to do it because I'm the one asking you the questions, but please say your name. It's so hard to do that, I know.

2:33:18 PM Asst Gen Counsel Vinsel PSC - CAK
Note: Sacre, Candace In CAK's experience, can you say, in terms of the cost of a crisis program versus that, I'm just going to call it, a recurring benefits program, there's really not a good name for it, if there is one, please tell me, in terms of administering them, is there a cost difference that you're aware of?

2:34:41 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	For those crisis programs though, in the event they occur more than once a season, we'll say, or a program year, ignoring those for a second, assuming that, you know, it's a three-hundred-dollar max, the recurring benefit program, it's just a do-you-qualify snapshot, and then they're in the program for the entirety of the program year, right, so is there merit to looking into whether or not for the subsidy program, if you're qualified at the outset or at any portion during the program year, that there not be an ongoing for every subsequent application for crisis dollars, that you have to recertify if you're not doing the recertification every month for the recurring benefit?
2:37:10 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	And who could inform the Commission whether or not an individual agency that administers that is doing that manually or refreshing that monthly or just doing it at the outset?
2:38:01 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	But that would just be for the Kentucky Power program?
2:38:06 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	But do you find that between the agencies or between the programs, people are recertifying or sending that information differently, whether they're doing the manually sending it on, doing it monthly versus doing a program year?
2:38:32 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	So there are multiple slot programs amongst the utilities today. The agencies that administer those, are they all certifying the information between the utility and the Community Action agency identical? Are they all following the same -
2:39:00 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	I guess what I'm coming around to is who - are you all able, if you were asked those questions, would you all be able to identify the different processes between the administering agencies and the utilities for each one of those programs?
2:39:18 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	Like, the programmatic differences, and how those -
2:39:22 PM	Exec Dir Chandler PSC Note: Sacre, Candace	Okay.
2:39:26 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I should tell you and announce this to everybody who's left, prior to the hearing, there will be an order that lists some of the questions or many of the questions that we're going to have at the hearing so that everyone has an opportunity to be researching and looking at that. We plan to get that out in advance of the hearing, so some of these questions will show up in that process, to be fair.,
2:39:55 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	From the Data Requests, I know that CAK developed its own software system, Castanet. Am I saying that correct?
2:40:08 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	Castanet, thank you. How many Community Action agencies are there in Kentucky?
2:40:21 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	And, of those 23, how many are using your software?
2:40:48 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	I was going to ask, was that last one CAC?

2:40:54 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	And an organization like AEC, which is not CAA, how many organizations like that do you know of are there that are administering the HEA programs?
2:41:31 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	And I know, just from another case, that Dollar Energy has its own software and portal system, and all of those frontline agencies that are actually taking the applications for Dollar Energy access that, so do you know AEC or ACM use Castanet?
2:42:09 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	So I think you may be the best group to direct this question to. As you've heard, one of the questions that we have is that issue of prioritization of previous years' participants and how we ensure that there is equal opportunity to access the programs. Do you all have any particular thoughts on pros and cons of first come/first served versus that type of prioritization system that allows previous years' participants to have first stab at something?
2:46:34 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	One of the issues that we've asked about several times are audits, basically making sure that - and, particularly, because we're looking at ratepayer funds, that they're being appropriately accounted for. We're aware that CAK does and CAC has and AEC all have an independent audit and how that money is allotted out there.
2:47:11 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	I think the question is the cost of an audit that comes out, so we can hear different amounts, and I wondered if you had any thoughts on how best to balance that need for the oversight of ratepayers funds, and I know a utility will want oversight of shareholder funds also, so that balancing that need for oversight and the cost of an audit. Do you have thoughts on that?
2:48:07 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	Can I stop you? CSBG? Is that Community Service Block Grants?
2:50:00 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Wait, wait, In particular, are you charging any of this off to these programs?
2:50:24 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Well, let me ask - I hate to interrupt you, except for one thing, one is the type of audit that you have or are required to have every year is different than the audit that Kentucky Power or Kentucky Utilities may have for their funds? We're talking about two different things, correct?
2:50:45 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Okay, all right, and the other and the reason I'd like to know is because you were here at the last, I guess, Kentucky Utilities, when the group out of Lexington/Fayette County was in here, and it turns out that they - two things. One, there was a lot of money that wasn't being distributed because of some lack of communication somewhere between them and maybe KU, and the other was my question asked whether or not that they charged legal fees against these programs, and the lady up here testified on the stand they did not. Then, at a subsequent time, I think you and I had a conversation, and you said, "No, that's not correct. We do."
2:51:31 PM	Chairman Schmitt - CAK Note: Sacre, Candace	I'd like to know what is charged against the programs.

2:51:43 PM	Chairman Schmitt - CAK Note: Sacre, Candace	No, no, I know. You weren't, no. Listen, I have some problems with Central Kentucky Community Action out of Lexington/Fayette whoever and Northern Kentucky. I don't have a problem with you, yet, anyway. I find you to be an honorable man, but go ahead.
2:53:52 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Yeah, my question to the lady at CAC involved, as Kentucky Utilities was here, and there had been interventions in their cases where counsel basically doesn't take an active part but sits through the proceeding, and I wanted to know if those counsel fees, what they were, and if they were being charged against the program. Are they? Were they? That's all I wanted to know.
2:54:23 PM	Chairman Schmitt - CAK Note: Sacre, Candace	That's right, against the KU program.
2:54:28 PM	Chairman Schmitt Note: Sacre, Candace	Can we find out that? I'd like to know if, in the interventions, if counsel fees were charged against the KU program. That's all.
2:54:30 PM	POST-HEARING DATA REQUEST Note: Sacre, Candace	IN INTERVENTIONS IF COUNSEL FEES CHARGED AGAINST THE PROGRAMS BY KENTUCKY UTILITIES
2:54:48 PM	Vice Chairman Cicero - CAK Note: Sacre, Candace	So, as far as legal fees, you would agree that if the programs were more standardized and you didn't have to have an attorney go to the different clients' requirements, that those would become more one-offs, and the program administrative costs would eventually level out?
2:55:36 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel, we're back to you.
2:55:55 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	Speaking of efficiency, from the Order opening this case, one of the goals was, to the extent possible, to streamline the processes involved, and one of the issues is standardizing the method for determining eligibility for a program, and one of the issues there is balancing the different economic needs in each utility's service territory, and I wondered if you had some thoughts on that, and I'm thinking of, for example, the federal poverty income guidelines. Some of our programs currently that we've approved have ceilings for them, and I was wondering about the difference between a floor and a ceiling, and - if you have thoughts and if this is something you'd rather address at the hearing, I can understand.
3:00:58 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	Well, you've given me a segue into my next question, which is effectiveness. One of the concerns is finding a statistical relationship between, first of all, having HEA programs have specific goals, but also looking, particularly, at, say, disconnections. What we're looking - are you aware of any studies that measure or evaluate, look at, the effectiveness of HEA Programs in terms of disconnections?
3:02:45 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	Some of the utilities are receiving information from the administering agencies about applicants who were ineligible, and then AEC has been discussed multiple times in their conversations with LG&E, so they were able to refine and tweak the program to include Section 8 subsidized housing. Is that something that you're aware of that other organizations are doing on a regular basis from the CAA side of it?

3:04:37 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Staff has no further questions.
3:04:39 PM	Vice Chairman Cicero Note: Sacre, Candace	Mr. McNeil?
3:04:41 PM	Asst Atty Gen McNeil Note: Sacre, Candace	I don't have any questions, Vice Chair.
3:04:43 PM	Vice Chairman Cicero Note: Sacre, Candace	Chairman?
3:04:46 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Mr. McCann, the organizational structure of these Community Action programs, Community Action Kentucky, is sort of that you're in the center of an octopus, but your group doesn't actually control these other Community Action agencies, is that correct?
3:05:15 PM	Chairman Schmitt - CAK Note: Sacre, Candace	What? You're at the bottom?
3:05:19 PM	Chairman Schmitt - CAK Note: Sacre, Candace	I'd like it if we reversed it. Let me ask you this. One of our goals or, at least, was to see if it was possible to standardize as much as possible at least eligibility requirements and some other things for benefits, but to see that, basically, there were as few as possible administrative groups that basically had to deal with the utilities. That would seem to me to be more efficient for each of the investor-owned utilities than each one having one somewhere else with different fee structures, different administrative structures, and so forth.
3:06:10 PM	Chairman Schmitt - CAK Note: Sacre, Candace	I know that you do or your group does Kentucky Power's program throughout, I guess, the Eastern Kentucky/Big Sandy region area, primarily, and you use local CAK programs to do that, and, in Central Kentucky, the CAC Lexington/Fayette, Harrison, Bourbon, whomever, Nicholas counties, they do the same thing, only they act as the hub in those cases, is that correct?
3:06:49 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Is your organization, CAC, in a position to act as a hub for all of the Community Action programs on these energy assistance, low income programs?
3:08:06 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Well, I was going to say, you know, I mean, and then, of course, the Public Service Commission hasn't attempted, I guess, at least, since 2010, 2011, or maybe before that, '07, when they, I guess, in looking at the programs or at least KU and LG&E had the management audit there at some point, and I don't know if anything was ever done since then.

3:08:30 PM	Chairman Schmitt - CAK Note: Sacre, Candace	But it seemed to me that there ought to be some way to ultimately work toward - all of these programs are different. Jefferson County is obviously different than Pike County or different than Whitley County, so there would have to be some specialization. But, in terms of some initial floor issues, threshold issues, those things ought to be, more or less, standardized or, if not, at least, so that people have the same opportunity. I know it's different. For instance, I had seen in one of LG&E's to qualify for something, a person had to go to a meeting. I believe that was correct on one, and then KU you didn't. But somehow that that ought be done, and that there ought to be a fee structure that made sense across the board as opposed to Duke having 15 percent administrative fees when only it's money was used, and, when shareholder money was used, the fee was 15 percent, and then we have these different structures.
3:09:42 PM	Chairman Schmitt - CAK Note: Sacre, Candace	I don't know if it's true or if this is the reason, but can you explain why or how, other than if there's an explanation other than some of these Community Action programs out in rural areas don't want to know or can't understand how the programs work, why it is that people in more rural areas don't seem to sign up for the programs when, obviously, there are slots allocated? And these people are as poor in Pike County County as they are in Grant County, although, in Grant County, Duke claims they don't want these programs either, but, anyway, how would you explain that, if it an be explained?
3:10:36 PM	Chairman Schmitt - CAK Note: Sacre, Candace	We have all these slots, and I called - I told you I called the head of the Community Action in Paintsville, Big Sandy. I couldn't get an explanation. Of course, the Kentucky Power program was relatively new. It was last year. I couldn't get anybody to be able to explain to me how THAW worked and some other things. I don't know why, in Johnson County, they don't come close to getting half of their allocations or why they don't in Floyd or Martin County or even Pike County. On the other hand, Letcher County, which is Kentucky River, I think, I mean, they get everybody, right, and Leslie County and Perry County?
3:11:16 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Now, it seems to me there's a - obviously, if the utility is the same in those sections, the Community Action programs at the local level, that seems to me to be a logical explanation as to why some people on one side of the mountain are being served, and on the other side of the mountain, they aren't.
3:11:35 PM	Chairman Schmitt - CAK Note: Sacre, Candace	I'd just like your comment on that, if you would, and I understand the situation.
3:12:58 PM	Chairman Schmitt - CAK Note: Sacre, Candace	And, sometimes, it's just gross, and then, sometimes, it's the amount of money that comes through the program?
3:16:50 PM	Chairman Schmitt - CAK Note: Sacre, Candace	The utility has decided, as a business entity, for whatever reason, that a fair way to do it, and it's (inaudible), is to allocate slots based upon the percentage of its customers in these various counties. It doesn't do Breathitt County any good to have 50 slots and one person in the program.

3:17:08 PM Chairman Schmitt - CAK
Note: Sacre, Candace

And, I mean, that, to me, is inexcusable, and I don't see how that can happen if anybody at the local CAC or whoever it is, the CAK program, is doing anything at all or cares one thing about the program, myself, and I don't mean that as a criticism of you. But I don't understand, too, how in the audit, I guess, on the KU and the LG&E programs, it found the same thing with the group out of Lexington. Fayette County had more, but they were getting even more than their allocation, but, when you got away from Fayette County, the further you got away to Nicholas County, Harrison County, these people weren't being served, and I thought, well, maybe it's because the local group got all the money and all the people out further away got was the \$25 or the \$5 or whatever for signing up, and it didn't seem to be economically advantageous for them to go out and promote the program.

3:18:50 PM Chairman Schmitt - CAK
Note: Sacre, Candace

Well, for \$15, they're not interested in getting it, do you think? Maybe there's not any more to give. I don't know, but I know that the Lexington operation, obviously, gets more than \$15. They got money that covers costs, at least, with Columbia. I mean, they get a percentage - they tell, "You know, I got Joe over here, and he's working 25 percent of his time on your project," so he gets 25 percent of his salary. I mean, I don't understand any of that, but -

3:19:28 PM Chairman Schmitt - CAK
Note: Sacre, Candace

Well, I guess, here's what I'm saying, and this is to terminate, I guess, my part of the conversation. It seems to me that I don't know how this works, but we've got a number of investor-owned utilities, three or so electric and a couple gas, and there's a difference between gas and electric, all right, and how much money there is and how many people use it and all that. But, to the extent that, at least, with the gas over here and the electric over here, KU, LG&E, Kentucky Power, Duke ought to be able to say, "All right, here is what we have, what we can or are willing to do," and work with one group, yours or somebody, to basically get this - put something together that, although they're going to be a little different from program to program, the threshold issues of who's qualified and how the program is administered and the administrative expenses ought to be, more or less, uniform.

3:20:32 PM Chairman Schmitt - CAK
Note: Sacre, Candace

But I don't know. You're sitting here in the case, and everybody goes back home and forgets it, but, at some point, if the programs are going to be beneficial to the people they're designed to help and, basically, help the utility, if, in fact, the program is of any benefit to them at all, then it seemed to me that ought to be a worthwhile goal, but I don't know. How would you achieve that?

3:21:31 PM Chairman Schmitt - CAK
Note: Sacre, Candace

Well, it seems to me - I mean, we've had - you know, everybody comes in, and they've got a rate case, and, every time, whether it's Kentucky Power or KU and LG&E, somebody wants to come in and intervene, and there's nothing wrong with that as long as you've got some reason to, but when your program has already been approved as in, one, LG&E, then KU, they come in again, and somebody keeps wanting to intervene, and they have a lawyer that sits here for three days and never asks one question, asks me, "Can I be excused to go somewhere else?" I wonder what all that's about? If it isn't about administrative fees, they're basically holding a utility hostage so that you can basically get something out of it for yourself.

3:22:16 PM	Chairman Schmitt - CAK Note: Sacre, Candace	Maybe that's just a jaundiced view of it, but I'm sitting here wondering why I went through a couple of these why that happens. I even saw one, they tried to intervene in a Kentucky-American Water case, I mean, and they don't even have a DSM program. They're not even part of - and all that's voluntary shareholder funds to start with.
3:22:38 PM	Chairman Schmitt - CAK Note: Sacre, Candace	So I don't know, but all I know is, is that I think somehow this program ought to be fixed to the point where the shareholders are treated fairly, the ratepayers, the low-income people are treated fairly, and whoever is doing the administration is the same, and you shouldn't have to intervene in a case. When a case is filed and there's some interest, you ought to be in as a witness or whatever to the extent it involves that program,
3:23:13 PM	Chairman Schmitt - CAK Note: Sacre, Candace	But that's just me. I don't know how the utilities work with you to get this done, but, ultimately, at some point in the reasonably foreseeable future, we're going to have to enter an order that does something to try to standardize some of this, and, if Kentucky Power, LG&E, KU have some ideas you can work among themselves, things that you think would make the programs better or more efficient, and, at the same time, protect you, we'd be interested in hearing that, and the same thing with administration.
3:23:48 PM	Chairman Schmitt - CAK Note: Sacre, Candace	I know people say, "Well, who represents the low-income ratepayer?" As far as I'm concerned, I do, and Vice Chairman Cicero and Commissioner Mathews, and just like we represent everybody else, we try to do what's fair for everybody, But, in the Kentucky Power case, we got some comments that just broke my heart.
3:24:11 PM	Chairman Schmitt Note: Sacre, Candace	So, anyway, I have nothing else. I have just a couple of questions. You provided a Response on the recommendations to improve the efficiency and effectiveness of utility-based home energy assistance programs, and you just indicated that, after listening to some of the comments today, you were unaware of some of the problems that exist out there and how these programs are designed and probably administered. Would this be something you would be updating after having a chance to go through and evaluate if some of those problems are real or if different changes would make it better?
3:24:14 PM	Vice Chairman Cicero Note: Sacre, Candace	
3:24:17 PM	Vice Chairman Cicero - CAK Note: Sacre, Candace	
3:25:13 PM	Vice Chairman Cicero - CAK Note: Sacre, Candace	And, the last thing, I think you started this off by saying you were on the bottom when it came to the relationship with the other 23 organizations. Do you think that if those organizations were made aware that the goal of the Public Service Commission was to create a hub that, basically, the positions switched, that they be acceptable to that, or would there be resistance?
3:26:02 PM	Vice Chairman Cicero - CAK Note: Sacre, Candace	But, if the Commission were to go in a certain direction, it would probably be acceptable, in your opinion, or you just don't want to comment?
3:26:18 PM	Vice Chairman Cicero Note: Sacre, Candace	That's fair enough. We'll leave it at that.

3:26:23 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Greenwell, do you have questions?
3:26:25 PM	Atty Greenwell CAK Note: Sacre, Candace	I do not.
3:26:27 PM	Chairman Schmitt Note: Sacre, Candace	And, Ms. Greenwell, I'm not against lawyers making money.
3:26:31 PM	Atty Greenwell CAK Note: Sacre, Candace	I was about to crawl under the table, there.
3:26:32 PM	Chairman Schmitt Note: Sacre, Candace	I'm for lawyer fees whenever they're needed.
3:26:37 PM	Vice Chairman Cicero Note: Sacre, Candace	Ms. Vinsel, do you have another question, or Mr. Chandler?
3:26:40 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I think both of us do.
3:26:41 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay.
3:26:43 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	First, it's more of a statement. If you have not read LG&E/KU's comments that they filed in this case, you might want to review them because they have, as they said earlier, they looked at CAK's initial recommendations and made recommendations that included having, well, the program administration has a very interesting twist, so I would love to hear your thoughts on it, and that is something we will probably make sure that we address for everybody at the hearing, to be fair.
3:27:11 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	The other thing, I wanted to circle back to what you talked about, about a flexible mechanism at the Commission in terms of being flexible to make changes to HEA Programs, and I think you mentioned, but I want to make sure you were referencing the case that Kentucky Power filed, and the number may mean nothing to you, but 2019-00245, where they requested that the Commission approve changes to the HEART and THAW programs. I will note that the Application, itself, was filed on August 2nd, and the Final Order approving it went out September 11th. Is that the type of case that you were referencing about flexibility?
3:28:49 PM	Asst Gen Counsel Vinsel PSC - CAK Note: Sacre, Candace	Since you've got at least two members of the team here, I can tell you, one of the pieces that helped us greatly was the quality and quantity of information in the Application, so it really is a two-way street that way, but that was tremendously helpful to moving the case along quickly like that, so I wanted to make sure that's what you were talking about but also to note some of the things to know.
3:29:16 PM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you. Kent?

3:29:18 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	To the conversation you were having with the Chairman, as I understand it, the only entities that administer LIHEAP in the state are the subcontractors of CAK's. Insofar as those Community Action agencies also administer HEA programs and there's a concern that in some counties there may be slots available and they never get filled or, in some, they get filled and there's a significant amount of wait list, and it may be within the same Action agency, it may be in the same county, or different Community Action agencies. Is there information available or that you can ascertain as to how well each Community Action Agency fills the slots available in LIHEAP for the portion of LIHEAP that provides recurring benefits?
3:31:39 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	Do you have do you have - I guess what I'm getting to is, if there are certain counties that are being allocated positions for HEA programs and they're not being filled, is there any indication that the need for LIHEAP funding is being filled in those individual counties? Is there any way to discern whether or not - I guess, the Chairman's question - we cannot account for any other variable, right, and I guess the only other correlated data point would be LIHEAP because all these Community Action agencies are also administering LIHEAP. Is there any way to determine whether or not there's that same concern regarding the LIHEAP administration, between either the subsidy component or the crisis component?
3:33:22 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	How are dollars in LIHEAP allocated? Are they allocated by the amount of population or the eligible population in a Community Action territory or a county?
3:34:24 PM	Exec Dir Chandler PSC - CAK Note: Sacre, Candace	When you look into the issue with the slots, the number of counties and programs, particularly for Kentucky Power's program, I think I noticed in the past there were just counties that were provided positions that were just never filled for whatever reason, will you see if there is a correlation, at least, as it relates to the subsidy program with those counties?
3:34:48 PM	Exec Dir Chandler PSC Note: Sacre, Candace	That's all I have, Vice Chair.
3:34:51 PM	Vice Chairman Cicero Note: Sacre, Candace	
3:34:58 PM	Vice Chairman Cicero Note: Sacre, Candace	Well, after that continued examination by Mr. Chandler, is there anyone else that has any questions they'd like to follow up with?
3:35:35 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay, I think this was very good in providing information. Obviously, at this point, we've already talked about the fact that there will be post-hearing data requests that will be issued by February 26th with responses expected by March 6, and if there's questions about what is being requested by Staff after you receive the post-hearing data requests, you should contact Ms. Vinsel, and she will provide any additional instructions that might help you out.
3:35:48 PM	Vice Chairman Cicero Note: Sacre, Candace	The Formal Hearing is March 17 th and 18th. I'm sure we'll see a lot of you back here on teh 17th and 18th. Other than that, if there's nothing else, no other comments, I think that -
3:35:48 PM	Chairman Schmitt Note: Sacre, Candace	Absolutely, Chairman.
3:35:48 PM	Chairman Schmitt Note: Sacre, Candace	Can I ask one question?

3:35:49 PM	Chairman Schmitt Note: Sacre, Candace	There was somebody, I guess, that was maybe going to talk about Jefferson County or something, maybe there was a conflict. Was that resolved or not resolved? I mean, we're interested in Jefferson County low-income programs, too.
3:36:18 PM	Chairman Schmitt Note: Sacre, Candace	Well, if you let us know and, yeah, you could submit it, we could maybe have you available at the hearing or something to get some information on it. Thank you.
3:36:32 PM	Atty Greenwell CAK Note: Sacre, Candace	Mr. Chairman, what we had thought we might propose was, with the supplement of CAK's response, we would attach the information provided by Dr. Wilson.
3:36:40 PM	Chairman Schmitt Note: Sacre, Candace	All right. Thank you.
3:36:43 PM	Vice Chairman Cicero Note: Sacre, Candace	Is there anything else?
3:36:45 PM	Vice Chairman Cicero Note: Sacre, Candace	Okay. With that, this Formal Conference is adjourned.
3:36:54 PM	Session Ended	

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